Select **MAILBOXES**

CALL HISTORY
MAILBOXES

⏶ OK ⏷

Select mailbox to modify

MAILBOX **1**
MAILBOX **2**
MAILBOX **1** SETUP
MAILBOX **2** SETUP

⏶ OK ⏷

Select and modify day & time

OF RINGS: 4
SUNDAY
12:00AM
AUD ALERT OFF

⏶ SET ⏷

Answering System Operation
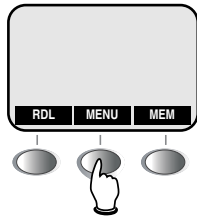
Day and time announcements

To set day and time

Before playing each message, the answering system announces the day and time the message was received.
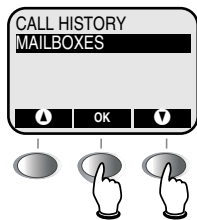
Before using the answering system, you should follow the steps at left to set the day and time, so messages are dated correctly.

To set the day, scroll to a day of the week, then click **SET**. Scroll to the correct day, then click **OK**.
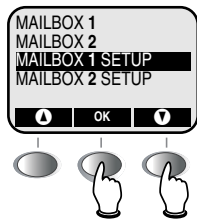
To set the time, scroll to the current time setting, then click **SET**. Use the dial pad to enter four digits (08:15), then press 🄰 for "AM" or 🄿 for "PM"). Press **SAVE** when time is entered correctly.
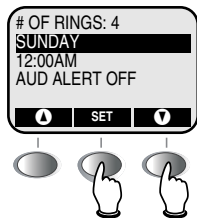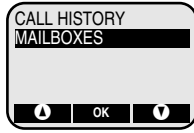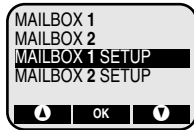
25

Select **MAILBOXES**

```
CALL HISTORY
MAILBOXES


   ▲    OK    ▼
```

Select mailbox to modify

```
MAILBOX 1
MAILBOX 2
MAILBOX 1 SETUP
MAILBOX 2 SETUP

   ▲    OK    ▼
```

Select **REVIEW/CHNG OGA**

```
ANSWER + RECORD
REVIEW/CHNG OGA
SEC. CODE: 5000
# OF RINGS: 2

   ▲    SET    ▼
```

Select **RECORD NEW OGA**

```
LISTEN TO OGA
DELETE OGA
RECORD NEW OGA


   ▲    OK    ▼
```
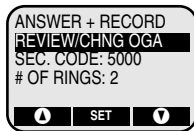
Speak into microphone

↑ Microphone

Answering System Operation

Outgoing announcements

Outgoing announcements are the messages callers hear when calls are answered by the answering system.

The phone is pre-programmed with an announcement that answers calls with *"Hello. Please leave a message after the tone."* You can use this announcement, or replace it with a recording of your own voice.

To record your outgoing announcement

Follow the steps at left to select **RECORD NEW OGA**, then press **OK**. At the screen prompt, begin speaking. Speak facing the telephone base from about 9 inches away. Press **STOP** when you are finished to hear the message you just recorded.
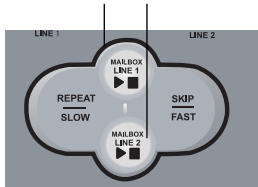
You can record an announcement up to 4 minutes long. Announcements less than 3 seconds long will not be recorded.

Shortcut (base only): Press and hold **RECORD**, then press **MAILBOX LINE1/LINE2** to record an outgoing announcement for the selected line.
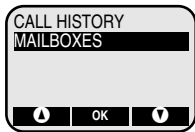
To review or delete your announcement

Follow the steps at left to select **LISTEN TO OGA** or **DELETE OGA**. If you delete your outgoing announcement, calls will be answered with the pre-programmed announcement described above.
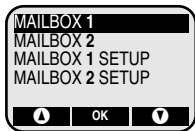
Base: Press mailbox button

LINE 1   LINE 2
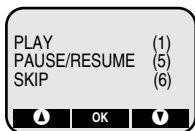
MAILBOX
LINE 1
▶■
REPEAT   SKIP
SLOW   FAST
MAILBOX
LINE 2
▶◀

Handset: Select **MAILBOXES**

CALL HISTORY
MAILBOXES

◔   OK   ◔

Select mailbox

MAILBOX **1**
MAILBOX **2**
MAILBOX **1** SETUP
MAILBOX **2** SETUP

◔   OK   ◔

◁) *"Sunday, 12 am..."*

NEW MSG **1** OF **4**
CHRIS THOMPSON
888-883-2445
11:29 A   Oct4   14s

BACK   MENU   ERASE

Hear   Delete
previous   message
message

PLAY   (1)
PAUSE/RESUME   (5)
SKIP   (6)

◔   OK   ◔

Numbers following commands
are keyboard shortcuts (i.e.,
press 6 to skip)

Answering System Operation

Message playback

At the base, press a mailbox button to hear messages.
At the handset, select **MAILBOXES**, then choose a mailbox.

If you have new messages waiting, you will hear only the
new messages (oldest first). If there are no new messages,
the system will play back all messages (oldest first).

NOTE: Only one station (handset or base) can access the
answering system at a time.

Announcements

• During playback, the memo or message number,
  NEW or **OLD**, date & time and its length will be dis-
  played on screen (with Caller ID information if avail-
  able).

• Before each message, you will hear the day and time
  it was received.

• After the last message, you will see "End of mailbox 1
  or 2 Messages!" on the screen. If the system has less
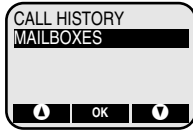 than 5 minutes of recording time left, you will hear
  time remaining.

Options during playback

• Press **VOLUME** button to adjust speaker volume.

• Press **REPEAT** or **BACK** to repeat message currently
  playing. Press twice to hear previous message.

• Press **DELETE** or **ERASE** to delete message being
  played back.

• Press **MENU** for more options:

• Press **5** to pause or resume playback.

• Press **6** to skip to next message.

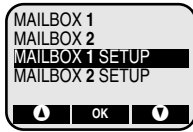• Press **CLEAR** or any mailbox button to stop playback.

To delete all messages

To delete all messages, press **DELETE** at the base while
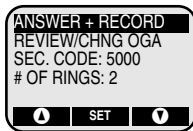the phone is idle. Select a mailbox, then press **ERASE** to
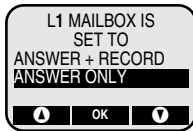confirm.

Select **MAILBOXES**

CALL HISTORY
MAILBOXES

⬆️   OK   ⬇️

Select mailbox to modify

MAILBOX **1**
MAILBOX **2**
MAILBOX **1** SETUP
MAILBOX **2** SETUP

⬆️   OK   ⬇️

Select current answer mode

ANSWER + RECORD
REVIEW/CHNG OGA
SEC. CODE: 5000
OF RINGS: 2

⬆️   SET   ⬇️

Choose desired answer mode

L1 MAILBOX IS
SET TO
ANSWER + RECORD
ANSWER ONLY

⬆️   OK   ⬇️

Answering System Operation

Answering mode

In Answer + Record mode, callers are asked to leave a message. In Answer Only mode, callers hear an announcement but cannot leave messages. This option is useful, for example, to notify callers that you will be away for an extended period and request that they call back after a certain date.
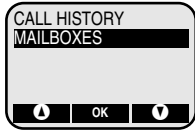
To select answering mode

Follow the steps at left to select the answering mode for each mailbox. Use the ⬆️⬇️ buttons to highlight a selection, then press **OK**.
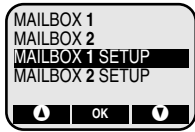
Answer Only announcement

When Answer Only is turned on, calls are answered with a pre-recorded announcement that says *"We're sorry, messages to this number cannot be accepted."* You can use this announcement, or replace it with a recording of your own voice.

After turning on the Announce Only feature, follow the steps on page 26 to record your announcement. Callers will hear this announcement only when the Announce Only feature is turned on. Otherwise they will hear the standard announcement asking them to leave a message.
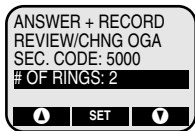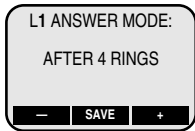
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Select **MAILBOXES**

```
CALL HISTORY
MAILBOXES


 ⌃    OK    ⌄
```

Select mailbox to modify

```
MAILBOX 1
MAILBOX 2
MAILBOX 1 SETUP
MAILBOX 2 SETUP
 ⌃    OK    ⌄
```

Select **# OF RINGS**

```
ANSWER + RECORD
REVIEW/CHNG OGA
SEC. CODE: 5000
# OF RINGS: 2
 ⌃    SET    ⌄
```

Choose number of rings

```
L1 ANSWER MODE:

AFTER 4 RINGS

 —    SAVE    +
```

Answering System Operation
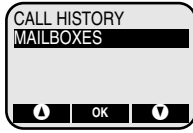
Number of rings before answer

At this menu you can select how the answering system answers incoming calls. Press the **-** or **+** buttons to select one of four options:

- Answer calls after **2** rings

- Answer calls after **4** rings (default)

- Answer calls after **6** rings

- **Toll Saver** (system answers after 2 rings if you have new messages, and after 4 rings if you have no new messages)
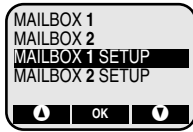
Press **SAVE** to confirm your choice.

See page 24 to turn one or both mailboxes off, so that incoming calls are never answered.
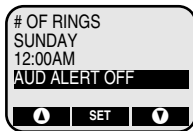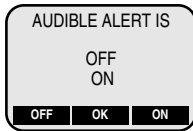
Select **MAILBOXES**

CALL HISTORY
MAILBOXES

▲   OK   ▼

Select mailbox to modify

MAILBOX **1**
MAILBOX **2**
MAILBOX **1** SETUP
MAILBOX **2** SETUP

▲   OK   ▼

Select **# OF RINGS**

OF RINGS
SUNDAY
12:00AM
AUD ALERT OFF

▲   SET   ▼

Choose setting

AUDIBLE ALERT IS

OFF
ON

OFF   OK   ON

Answering System Operation

Audible message alert

At this menu you can choose whether you want to be alerted when you have new messages waiting.

When the audible message alert is on, the telephone will beep every 10 seconds to alert you when there are new messages waiting.

Press **OFF** or **ON** buttons, then press **OK** to select.

30

Select mailbox

PLEASE SELECT
MAILBOX FOR MEMO

| M1 | ABORT | M2 |

RECORDING MEMO
IN MAILBOX 1

STOP

Speak into microphone

Microphone

Answering System Operation

Recording and playing memos

Memos are messages you record yourself. They are saved, played back and deleted exactly like incoming messages. You can record a memo as a reminder to yourself, or leave a message for someone else if others in your household use the answering system.
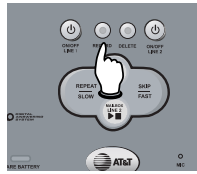
To record a memo

Follow the steps at left to record a memo. Press STOP to stop recording.

You can record a memo up to 4 minutes long. Memos less than 1 second long will not be recorded.

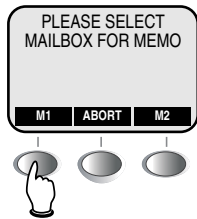Shortcut: Press **RECORD**, then press **MAILBOX LINE1/LINE2** to record a memo in the selected mailbox.
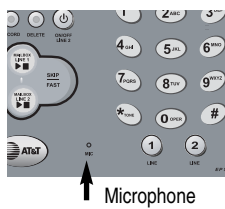
To play back a memo

Press a mailbox button to hear messages and memos (see page 27 for other options).

Select **MAILBOXES**

```
CALL HISTORY
MAILBOXES


   ▲     OK     ▼
```

Select mailbox to modify

```
MAILBOX 1
MAILBOX 2
MAILBOX 1 SETUP
MAILBOX 2 SETUP
   ▲     OK     ▼
```

Select **SEC. CODE**

```
ANSWER + RECORD
REVIEW/CHNG OGA
SEC. CODE: 5000
# OF RINGS: 2
   ▲     SET    ▼
```

Enter 4-digit security code

```
SECURITY CODE
5000


   ◀    SAVE    ▶
```

*Answering System Operation*

Change security code

You must enter a security code for remote access to the answering system from another telephone.

The security code is factory programmed to **5000**, but you should change it to a number known only to you.
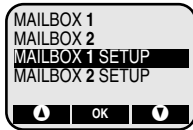
To change the code, follow the steps at left. Enter a four-digit number, then press **SAVE**. The number you enter must not begin with 1 or 2.

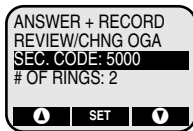The security number you enter will be applied to both mailboxes.
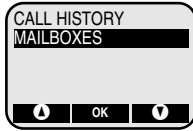
1 Dial your telephone number from any touch-tone phone

2 When system answers, enter 4-digit Remote Access Code ("5000" unless you have changed it)

3 Enter remote commands (see list at right)

4 Hang up to end call and save all undeleted messages

If you enter no commands, the system will play new messages (or prompt you to enter 5 to hear the help menu if there are no new messages).

If you enter no commands after playback, you will be prompted to press 5 to hear the help menu.

If you continue to enter no commands, the call will end.

Answering System Operation

Remote access

A 4-digit security code is required to access your answering system from any touch-tone phone. This code is "5000" by default; see page 32 to change it.

Play messages **1** or **2** + mailbox (1 or 2)	All messages: Press **1** + mailbox number. New messages: Press **2** + mailbox number.
Repeat or go back **4**	Press to repeat current message. Press twice to hear previous message.
Skip to next message **6**	Press to skip current message and advance to next message.
Stop **#**	Press to stop any operation (stop playback, stop recording).
Delete message **3**	Press during playback to delete current message.
Delete all messages **3** + mailbox (1 or 2)	Press **3** + mailbox number after playback of all messages to clear selected mailbox.
Review announcement **7** + mailbox (1 or 2)	Press **7** + mailbox number to review current outgoing announcement.
Record announcement **8** + mailbox (1 or 2) to begin **5** to stop recording	Press **8**, enter mailbox number, then speak after tone. Press **5** to stop recording.
Change answer mode **9** + mailbox (1 or 2)	Press **9** + mailbox number to toggle (Answer+Record or Answer Only mode).
Turn mailbox off **0** + mailbox (1 or 2)	Press **0** + mailbox number to toggle mailbox on or off.
Turn mailbox on **0** + mailbox (1 or 2)	If off, system answers after 10 rings. Enter access code, then **0** + mailbox number.
Exit *****	End remote access call (or hang up).
Help menu **5**	Press while not listening to messages to hear voice help menu.

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Appendix

Display screen status icons

HANDSET 1

RDL   MENU   MEM

Status icons

☎ Line in use (line number shown in phone icon)

(1T Handset or Base using answering system (handset or base number followed by "T")

(Phone in use (intercom call); flashes when handset or base is being paged

🔋 Battery power level (see below); Battery charging (animated display). (This icon is only on handset screen.)

1-8 Handset identification number

M Microphone is muted

H Call is on hold

E Enhanced mode is activated

P No AC power

R Handset is not yet registered, or searching for base

☎ 1

BASE

RDL   MENU   MEM

Battery power levels

🔋 Battery fully charged

🔋 Approximately half power remaining

🔋 Battery power is low; should be recharged soon

🔋 (flashing) Battery power is very low and must be recharged

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Appendix

Alert tones and indicator lights

Handset light flashes to
announce new messages

Alert tones

📢	**"Beep-Beep-Beep-Beep-Beep"** (5 quick beeps)	Handset battery is low. Place handset in base to charge the battery.
📢	**"Beep"** (Single beep)	Handset registration or programming command successfully completed.
📢	**"Beeeeeeeeep"** (1 long beep)	The handset is out of range. Move closer to the base.
📢	**"Beeeeeeeeep"** (1 long beep)	Error tone (current operation has been unsuccessful; try again).

Indicator lights

ON/OFF
Steady: Both mailboxes on
Flashing: One mailbox turned off
Off: Both mailboxes turned off

MUTE
On when base
microphone is muted.

HEADSET
On when headset is
in use

SPEAKERPHONE
On when speakerphone
is in use

SPARE BATTERY
Steady: Spare battery is charging
Flashing: AC power is off. Spare
battery is in use.

MAILBOX LINE 1/2
Steady: Old messages
Flashing: New messages

L1/L2
Steady: Line in use
Slow flash: Line on hold
Quick flash: Line ringing

Appendix

Adding new handsets

Your telephone can accommodate up to eight cordless handsets. You can add new handsets (sold separately) at any time, but each must be registered with the base before use.

ENTER BASE ID
123456789012345

◄   OK

HANDSET 2

RDL   MENU   MEM
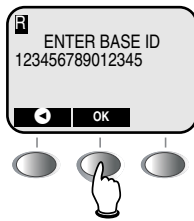
Before using a new handset, you must register it with the base. During registration, you must enter the 15-digit ID number of the telephone base. To find this number, go to the base, press **MENU**, scroll down to select **DISPLAY BASE ID**, then press **OK**.

Follow the instructions provided with your new handset to register it for use with your telephone.

The handset provided with your telephone is automatically registered as Handset 1. Additional handsets will be assigned numbers in the order they are registered (2, 3, 4, etc.) up to a maximum of eight handsets.

Handset 1   Handset 2   Handset 3

NOTE: If you select **DEREGISTER ALL** in the Handset Settings menu, all handsets will be unusable until each has been re-registered (see page 15).

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Appendix

Charging spare batteries

An optional spare battery (AT&T 2401 or 2403, sold separately) can be kept charged in the base, for quick replacement when the handset battery becomes depleted.

In the event of a power failure, the charged battery in the base will allow you to make and receive calls for up to one hour.

A spare battery requires at least 24 hours to reach full charge.
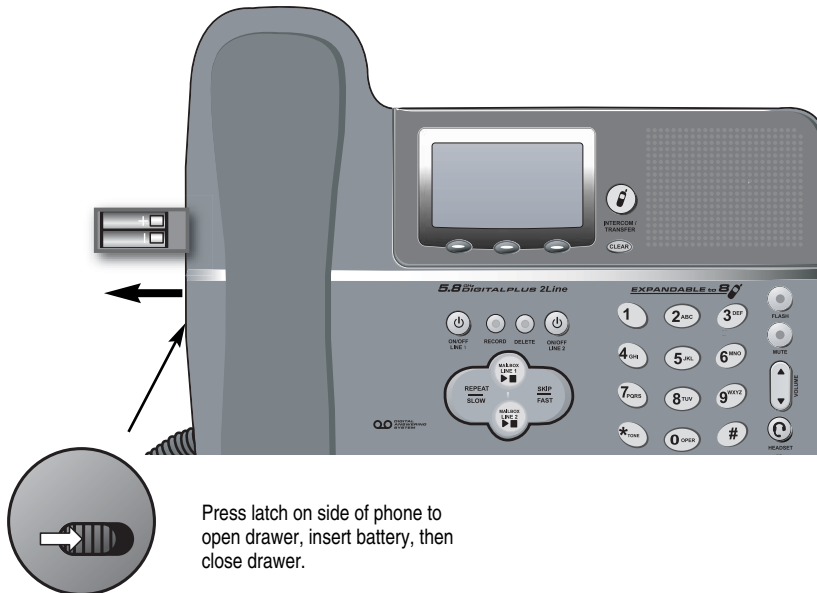
Press latch on side of phone to open drawer, insert battery, then close drawer.

Insert battery with contacts facing up and to the right, as shown.

Caution: Use only supplied rechargeable battery. Replace only with AT&T Model 2401 battery (SKU 26820).

Appendix

In case of difficulty

If you have difficulty with your phone, please try the suggestions below. For Customer Service, visit our web site at **www.telephones.att.com**, or call 1 800 222–3111.

Telephone does not work at all

- Make sure the battery is installed and charged correctly (see page 8).
- Make sure the AC adapter is plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the base unit and the modular jack.
- If these suggestions do not work, unplug the base, remove and re-insert the battery, then place the handset in the charger to re-initialize.

Phone does not ring

- Make sure the ringer is on (see pages 14-15).
- Make sure the telephone line cord and AC adapter are plugged in properly (see pages 6-7).
- Move the handset closer to the base.
- You might have too many extension phones on your telephone line to allow all of them to ring. Try unplugging some of them.

If you hear noise or interference during a call

- You may be out of range. Move closer to the base.
- Appliances plugged into the same circuit as the base can cause interference. Try moving the appliance or base to another outlet.
- The layout of your home or office might be limiting the operating range. Try moving the base to another location, preferably on an upper floor.
- If the buttons don't work, try placing the handset in the charger for at least 15 seconds.
- Disconnect the base from the modular jack and plug in a corded telephone. If calls are still not clear, the problem is probably in your wiring or local service. Call your local telephone service company.

Appendix

In case of difficulty

Incomplete messages	• If a caller leaves a very long message, part of it may be lost when the system disconnects the call after 4 minutes. • If the caller pauses for more than 7 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.
Difficulty hearing messages	• Press 🔺 to increase speaker volume.
System does not answer after correct number of rings	• Make sure that the answering system is on. • If Toll Saver is activated, the number of rings changes to two when you have new messages waiting (see page 29). • In some cases, the system may be affected by the ringing system used by the local telephone company. • If the memory is full or the system is off, the system will answer after 10 rings.
System does not respond to remote commands	• Be sure to enter your Remote Access Code correctly (see pages 32-33). • 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 noise or interference on the phone line you are using. Press dial-pad buttons firmly.
Announcement message is not clear	• When you record your announcement, make sure you speak in a normal tone of voice, about 9 inches from the base. • Make sure there is no "background" noise (TV, music, etc.) while you are recording.
On/Off button is flashing	• The On/Off button on the base flashes when one mailbox is turned off. To stop the flashing, press **ON/OFF**, then set both mailboxes to "On" (see page 24).

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Appendix

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Appendix

Technical specifications

RF Frequency Band	5744 MHz - 5825 MHz
Channels	95
Channel Spacing	864 KHz
Sensitivity	-93 dBm
Base Unit Voltage (AC Voltage, 60Hz)	96 — 144 Vrms
Base Unit Voltage (AC Adapter Output)	8.61 Vdc
Handset Voltage	2-3 Vdc

Appendix

Remote access wallet card

Your package includes a handy wallet card to help you remember access commands you can use to control your answering system from any touch-tone telephone.

If you misplace this card, just clip and save the card below.
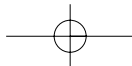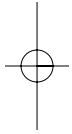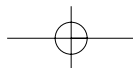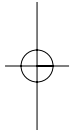
Cut along dotted line

AT&T

Call your phone number, then enter your 4-digit access code (preset to 5000).

Action	Remote Command
Voice help menu	**5**
Play messages	**1** +mailbox (all) **2** +mailbox (new)
Repeat message	**4**
Skip message	**6**
Stop	**#**
Save messages	Hang up
Delete message	**3** (current) **3** + mailbox (all)

Fold card here

Review announcement	**7** +mailbox number
Record announcement	**8** +mailbox number **5** to stop
Change answer mode	**9** +mailbox number
End remote access call	***** (or hang up)
Turn mailbox off	**0** +mailbox number
Turn mailbox on	If off, system answers after 10 rings. Enter access code, then press **0** + mailbox number

5.8 GHz 2-Line Telephone/Answering System EP5962

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