# at&t

User's manual

## EL52200/EL52300/EL52400
## DECT 6.0 cordless telephone/answering system with caller ID/ call waiting

# Congratulations

on purchasing your new AT&T product. Before using this AT&T product, please read **Important safety information** on page 66 of this user's manual. Please thoroughly read the user's manual for all the feature operations and troubleshooting information you need to install and operate your new AT&T product. You can also visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Model #: EL52200 (two handsets)
       EL52300 (three handsets)
       EL52400 (four handsets)

Type: DECT 6.0 cordless telephone with answering system

Serial #:_____

Purchase date:_____

Place of purchase: _____

Both the model and serial number of your AT&T product can be found on the bottom of the telephone base.



Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.



The ENERGY STAR® program (www.energystar.gov) recognizes and encourages the use of products that save energy and help protect our environment. We are proud to mark this product with the ENERGY STAR® label indicating it meets the latest energy efficiency guidelines.
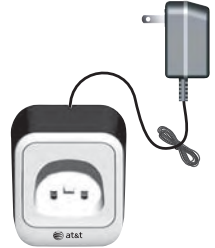
# Parts checklist

Your telephone package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.
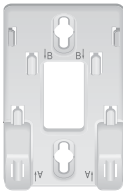
Telephone base

Cordless handset
(2 for EL52200)
(3 for EL52300)
(4 for EL52400)

Charger for cordless handset with power adapter installed
(1 for EL52200)
(2 for EL52300)
(3 for EL52400)

Wall-mount bracket

Power adapter for telephone base

Battery for cordless handset
(2 for EL52200)
(3 for EL52300)
(4 for EL52400)

Battery compartment cover
(2 for EL52200)
(3 for EL52300)
(4 for EL52400)

Telephone line cord

User's manual

Quick start guide

User's manual

# EL52200/EL52300/ EL52400

# DECT 6.0 cordless telephone/answering system with caller ID/ call waiting

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**STOP!**

You must install and charge the handset battery before using the cordless handset.

See pages 8-9 for easy instructions.

Install the telephone base close to a telephone wall jack and an electrical outlet not controlled by a wall switch. The telephone base can be placed on a flat surface or vertically mounted on the wall (page 10). For optimum range and better reception, place the telephone base in a central and open location.

If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (page 6). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Your product may be shipped with a protective sticker covering the handset or telephone base display - remove it before use.

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

**Avoid placing the telephone base too close to:**
- Communication devices such as: television sets, VCRs, or other cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of the washing machine or work bench.

# Telephone overview

**REDIAL/PAUSE**

Press repeatedly to view the last 20 numbers dialed (page 28).

While entering numbers, press and hold to insert a dialing pause (pages 23 and 33).

**PHONE/FLASH**

Press to make or answer a call (page 23).

During a call, press to answer an incoming call when you receive a call waiting alert (page 25).

**1**

While reviewing a caller ID history entry, press repeatedly to add or remove 1 in front of the telephone number before dialing or saving it in the directory (page 43).

**MUTE/DELETE**

During a call, press to mute the microphone (page 25).

While predialing, press to delete digits (page 23).

While reviewing the redial list, directory or caller ID history, press to delete an individual entry (pages 28, 36 and 44).

**TONE✳**

During a call, press to send touch-tone signals (page 26).

**SPEAKER**

Press to turn on the handset speakerphone, press again to resume normal handset use (page 24).

**INT**

Press to initiate an intercom conversation or transfer a call (pages 30 and 31).

**▲DIR/VOLUME**

Press to scroll up while in menus (page 13).

Press to increase the listening volume (pages 25, 48 and 49).

Press to show directory entries when the telephone is not in use (page 35).

While entering names or numbers in the directory, press to move the cursor to the left (page 33).

**▼CID/VOLUME**

Press to scroll down while in menus (page 13).

Press to decrease the listening volume (pages 25, 48 and 49).

Press to show the caller ID history when the telephone is not in use (page 43).

While entering names or numbers in the directory, press to move the cursor to the right (page 33).

**MENU/SELECT**

Press to display the menu (page 13).

Once in the menu, press to select an item or save an entry or setting (page 13).

**OFF/CLEAR**

During a call, press to hang up (page 24).

While using menus, press to cancel an operation, back up to the previous menu, or exit the menu display (page 13).

Press and hold while the telephone is not in use to erase the missed calls indicator (page 42).

**#**

Press repeatedly to display other dialing options when reviewing a caller ID history entry (page 43).

2

# Telephone overview

> indicates the feature you want to select.

>PLAY NEW MSGS
 ANSWERING SYS

REDIAL
PAUSE
DIR
MENU
SELECT
VOLUME
PHONE
FLASH
CID
OFF
CLEAR

## Main menu

PLAY NEW MSGS (page 49)

ANSWERING SYS (page 18)

DIRECTORY (page 32)

CALL LOG (page 40)

RINGERS (page 14)

SETTINGS (pages 14-17)

## Using menus

Press **MENU/SELECT** to enter the main menu.

Press ▲**DIR** or ▼**CID** to scroll through menu items.

Press **MENU/SELECT** to select or modify an item.

Press **OFF/CLEAR** to cancel an operation, back up to the previous menu, or exit the menu display.

ANSWER
ON/OFF

DIGITAL
ANSWERING
SYSTEM

PLAY/STOP

DELETE    REPEAT    SKIP

IN USE

▽ VOLUME △    HANDSET
LOCATOR

DECT 6.0

at&t

### ⏻ ANSWER ON/OFF

Press to turn the built-in answering system on or off (page 47).

### Message window

Number of messages.

During playback, message number currently playing.

### ▶/■ PLAY/STOP

Press to start or stop message playback (page 50).

### ✕ DELETE

Press to delete the message currently playing (page 50).

Press twice to delete all old messages when the telephone is not in use (page 50).

### ◀◀ REPEAT

Press to repeat a message (page 50).

Press twice to play the previous message (page 50).

### ▶▶ SKIP
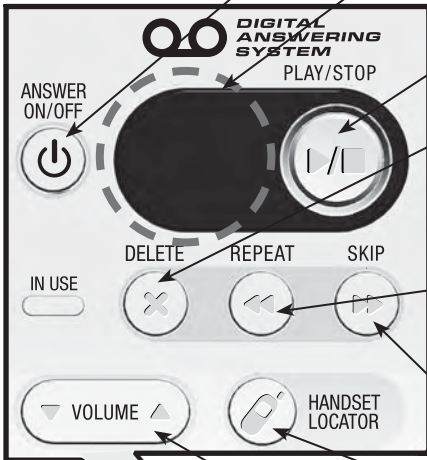
Press to skip a message (page 50).

### ✐ HANDSET LOCATOR

Press to make handsets beep so you can locate them (page 29).

### ▲▼ VOLUME

While the telephone is not in use, press to adjust the telephone base ringer volume (page 22).

During call screening or message playback, press to adjust the listening volume (pages 48 and 50).

3

# Indicator lights and alert tones

## Handset indicator lights

**CHARGE** light

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

**Backlight** (lighted display and dial pad)

On when the handset is lifted from the telephone base or charger.

On when a key is pressed.

◀) **SPEAKER** light

On when the speakerphone is in use.

## Telephone base indicator lights

**ⓘ ANS ON/OFF** light

On when the answering system is on.

**IN USE** light

On when the handset is in use or when the answering system is answering an incoming call.

Flashes when another telephone on the same line is in use.

Flashes quickly when there is an incoming call.

## Handset alert tones

| | |
|---|---|
| One beep | A key is pressed. |
| One long beep | Start recording. |
| Two short beeps | Command has failed. <br> **-OR-** <br> You have reached the beginning or end of the list. |
| Three short beeps | Out of range while the handset is on a call. |
| Three short high-pitched beeps | The telephone has completed the command successfully. |
| Four short beeps | Low battery warning. |

## Telephone base alert tones

| | |
|---|---|
| Beeps every 10 seconds | Message alert. |
| Four short beeps | You have reached the minimum or maximum volume. |

# Screen icons

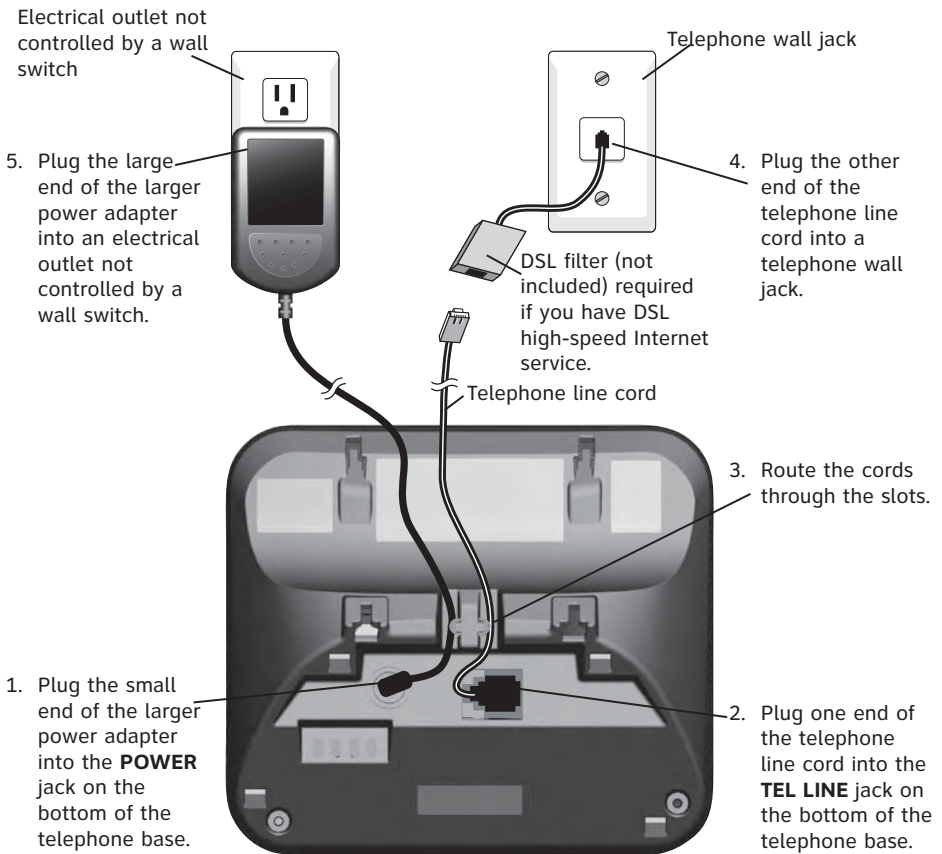| | |
|---|---|
| (flashing) | Low battery; place handset in telephone base or charger to recharge. |
| or or | Indicates the battery voltage level. |
| (animated display)<br><br>or<br><br>(animated display) | Battery is charging. |
| | The speakerphone is in use. |
| | The handset ringer is turned off. |
| | New voicemail received from the telephone service provider. |
| ANS ON | Answering system is turned on. |
| | New message in the answering system. |
| NEW | Missed and unreviewed calls. |
| MUTE | Microphone is muted. |
| 10/16 | Number of messages currently playing. (XX/YY; XX is the number of new messages; YY is the total number of all messages.) |
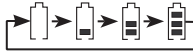
HANDSET 1

16 MISSED CALLS

ANS ON

NEW

10:30PM  MUTE  10/16

# Telephone base and charger installation

If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Follow the steps below to install the telephone.

ℹ️*NOTE:* The telephone base comes ready for tabletop use without installing the wall-mount bracket. If you want to mount your telephone on a wall, refer to **Wall-mount installation** on page 10 for details.

Electrical outlet not controlled by a wall switch

Telephone wall jack

5. Plug the large end of the larger power adapter into an electrical outlet not controlled by a wall switch.

4. Plug the other end of the telephone line cord into a telephone wall jack.

DSL filter (not included) required if you have DSL high-speed Internet service.

Telephone line cord

3. Route the cords through the slots.

1. Plug the small end of the larger power adapter into the **POWER** jack on the bottom of the telephone base.

2. Plug one end of the telephone line cord into the **TEL LINE** jack on the bottom of the telephone base.

# Telephone base and charger installation

Plug the large end of the smaller power adapter into an electrical outlet not controlled by a wall switch.

Ensure the small end of the smaller power adapter is plugged in the jack on the bottom of the charger.

**IMPORTANT INFORMATION:**

• Use only the power adapters provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

• The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

# Battery installation and charging

## Battery installation

Install the battery as shown below.
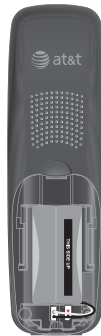
1. Plug the battery connector securely into the socket inside the handset battery compartment, matching the color-coded label.

2. Insert the supplied battery with the label **THIS SIDE UP** facing up as indicated.

3. Align the cover flat against the battery compartment, then slide it upwards until it clicks into place.

4. Charge the handset by placing it face up in the telephone base or charger. The **CHARGE** light is on when charging.

To replace the battery, press the tab and slide the battery compartment cover downwards. Lift out the old battery and disconnect it from the handset. Follow the instructions above to install and charge the new battery.

**IMPORTANT INFORMATION:**

Use only the supplied rechargeable battery or replacement battery (model BT8001). To order, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

# Battery installation and charging

## Battery charging

Once you have installed the battery, the screen indicates the battery status (see table below). If necessary, place the handset in the telephone base or charger to charge the battery. For best performance, keep the handset in the charger when not in use. The battery is fully charged after 16 hours of continuous charging. See **Technical specifications** on page 72 for battery operating times.

```
HANDSET 1
16 MISSED CALLS

10:30PM      11/20
```

Battery status icon

If the screen is blank, you need to charge the handset without interruption for at least 10 minutes to give the handset enough charge to use the telephone for a short time. The screen shows **LOW BATTERY** and the backlight is off until you have charged the battery without interruption for at least one hour. The following table summarizes the battery charge indicators and actions to take.

| Battery indicators | Battery status | Action |
|---|---|---|
| The screen is blank. | Battery has no charge and the handset cannot be used. | Charge without interruption until the screen shows **HANDSET X** (at least 10 minutes). |
| The screen shows **PLACE IN CHARGER** and ⬚ flashes | Battery has very little charge and the handset cannot be used. | Charge without interruption until the screen shows **HANDSET X** (at least four minutes). |
| The screen shows **LOW BATTERY** and ⬚ flashes. | Battery has enough charge to be used for a short time. | Charge without interruption until the screen shows **HANDSET X** (at least one hour). |
| The screen shows **HANDSET X** and the battery icon shows ▪, ▪ or ▪. | Battery is charged. | To keep the battery charged, place it in the telephone base or charger when not in use. |

🛈**NOTE**: If you are on a call in low battery mode, you hear four short beeps every minute.
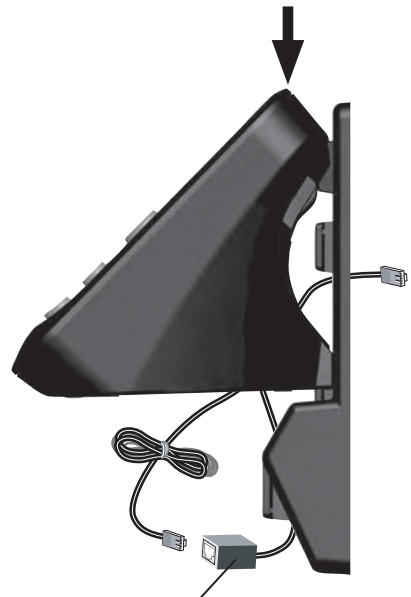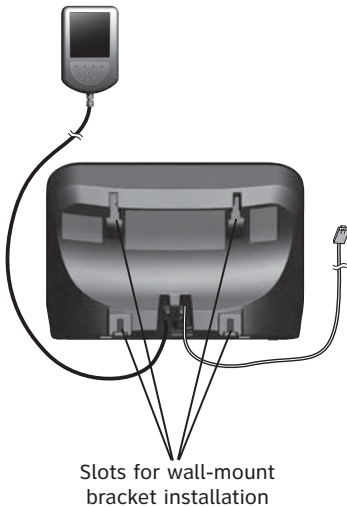
# Wall-mount installation

The telephone base comes ready for tabletop use (see **Telephone base and charger installation** on page 6). If you want to mount your telephone on a wall, use the provided wall-mount bracket to connect with a standard dual-stud telephone wall-mounting plate. If you do not have this mounting plate, you can purchase one from many hardware or consumer electronics retailers. Professional assistance may be required to install the mounting plate.

**Tabletop to wall-mount installation**

To install the telephone base in the wall-mount position, make sure you first unplug the power adapter from the electrical outlet and unplug the telephone line cord from the wall outlet.

1. Plug one end of the telephone line cord into the **TEL LINE** jack on the bottom of the telephone base. Plug the small end of the larger power adapter into the **POWER** jack on the bottom of the telephone base.
2. Position the telephone base as shown below. Insert the extended tabs of the wall-mount bracket into the slots on the back of the telephone base. Push the telephone base down until it clicks securely in place.
3. Route the telephone line cord through the wall-mount bracket hole. Route the power cord out of the bottom of the telephone.

Slots for wall-mount
bracket installation

DSL filter (not included)
required if you have DSL high-
speed Internet service.

# Wall-mount installation

4. Plug the other end of the telephone line cord into the telephone wall jack. Plug the large end of the larger power adapter into an electrical outlet not controlled by a wall switch.



DSL filter (not included) required if you have DSL high-speed Internet service.
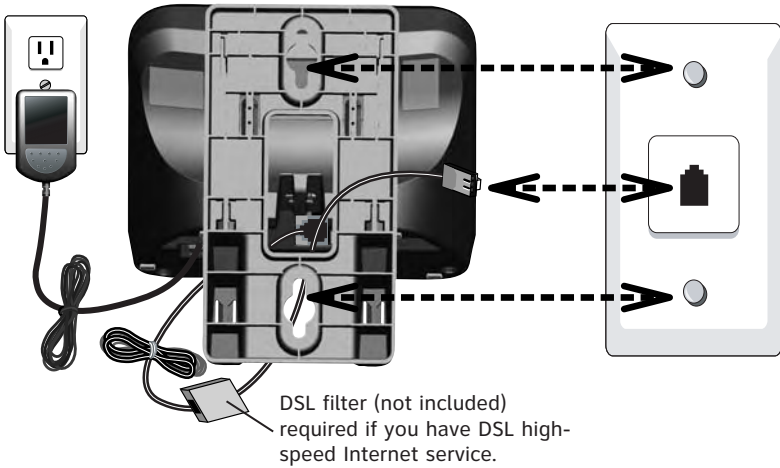
5. Align the holes on the wall-mount bracket with the wall-mounting plate and slide the bracket down until it locks securely. Bundle the telephone line cord and power adapter cord neatly with twist ties.



DSL filter

DSL filter

11
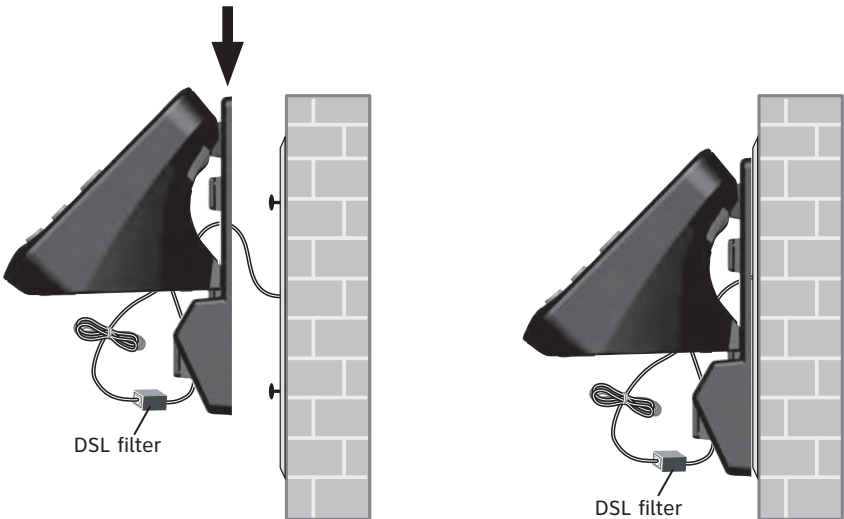
# Wall-mount installation

## Wall-mount to tabletop installation

To change the telephone base from the wall-mount position to tabletop position, follow the steps below.

1. Unplug the large end of the larger power adapter from the electrical outlet.
2. Slide and remove the wall-mount bracket from the wall-mounting plate. If the telephone line cord and power adapter cord are bundled, untie them first. Unplug the end of the telephone line cord from the telephone wall jack.
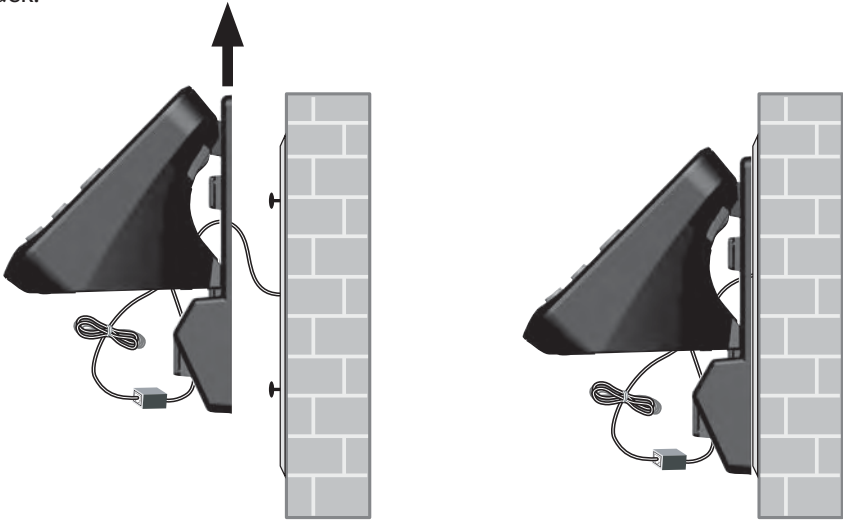
3. Lift the telephone base up to detach it from the wall-mount bracket.

4. Refer to **Telephone base and charger installation** on page 6 to reinstall the telephone base.

# Menu overview

Use the menu to change the telephone settings.

1. Press **MENU/SELECT** in idle mode (when the telephone is not in use) to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll until the **>** is next to the feature you want to select.

3. Press **MENU/SELECT** to select or save the highlighted item.
   **-OR-**
   Press ☎**OFF/CLEAR** to cancel an operation, back up to the previous menu or exit the menu display.
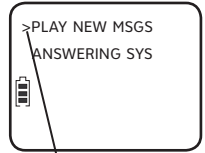   **-OR-**
   Press and hold ☎**OFF/CLEAR** to cancel an operation and return to idle mode.
   **-OR-**
   If no key is pressed after 30 seconds, the handset automatically cancels an operation and returns to idle mode.
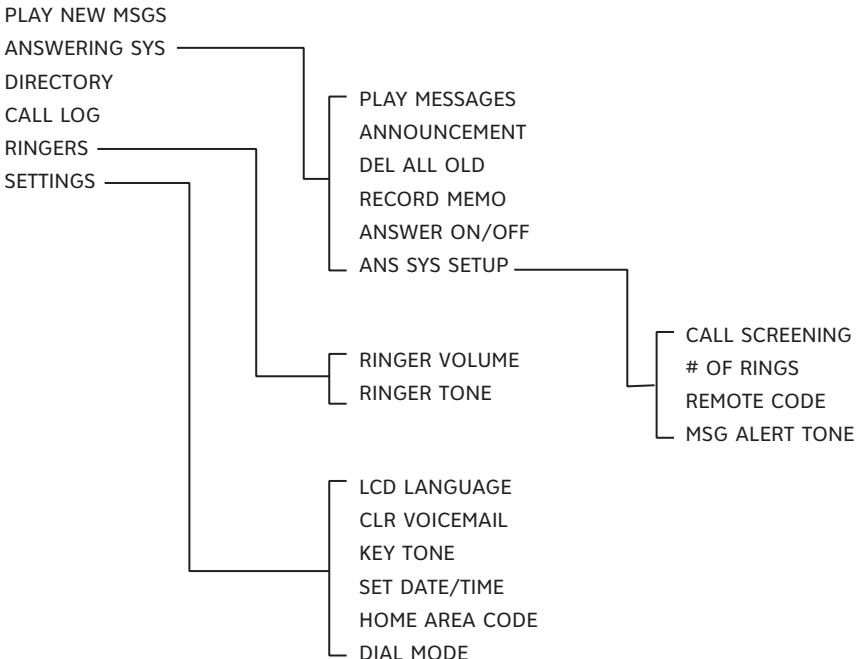
```
   HANDSET 1
 16 MISSED CALLS


10:30ᴘᴍ    11/20
```
The handset is in idle mode.
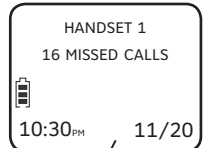
```
>PLAY NEW MSGS
 ANSWERING SYS


```
> indicates the feature you want to select.

🛈 *NOTE:* The menus **PLAY NEW MSGS**, **ANSWERING SYS**, **DIRECTORY**, **CALL LOG**, **CLR VOICEMAIL**, **SET DATE/TIME**, **HOME AREA CODE** and **DIAL MODE** are stored in the telephone base, and are shared by all handsets. Changes made to them on any one handset apply to all.

**Main menu**

PLAY NEW MSGS
ANSWERING SYS
DIRECTORY
CALL LOG
RINGERS
SETTINGS

PLAY MESSAGES
ANNOUNCEMENT
DEL ALL OLD
RECORD MEMO
ANSWER ON/OFF
ANS SYS SETUP

RINGER VOLUME
RINGER TONE

CALL SCREENING
# OF RINGS
REMOTE CODE
MSG ALERT TONE

LCD LANGUAGE
CLR VOICEMAIL
KEY TONE
SET DATE/TIME
HOME AREA CODE
DIAL MODE

13

# Handset settings

## Ringer volume

Use this feature to set the handset ringer volume level (1-6), or turn the ringer off. When the ringer is off, 🔔 appears on the handset screen.

1. Press **MENU/SELECT** in idle mode to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll to **>RINGERS**. Press **MENU/SELECT**.

3. Press **MENU/SELECT** to select **>RINGER VOLUME**.

4. Press ▲**DIR** or ▼**CID** to sample each volume level.

5. Press **MENU/SELECT** to save your preference and return to the main menu.

```
RINGER VOLUME
■ ■ ■ ■ ■
▤
```
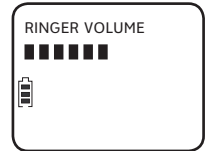
## ⓘ*NOTES:*

- Changing the handset ringer volume does not affect the base ringer volume. For more information on the base ringer volume, see **Telephone base ringer volume** on page 22.

- The handset ringer volume also determines the ringer volume of intercom calls (see **Intercom** on page 30).

- If the handset ringer volume is set to off, that handset is silenced for all incoming calls, but that handset still has the paging tone when initiating the handset locator feature (see **Handset locator** on page 29).

- While the telephone is ringing, pressing ☎**OFF/CLEAR** or **MUTE/DELETE** silences the ringer temporarily on that handset only (see **Temporary ringer silencing** on page 23).

## Ringer tone

Use this feature to choose one of 10 ringer tones for the handset.

1. Follow steps 1 and 2 in **Ringer volume** on this page.

2. Press ▲**DIR** or ▼**CID** to scroll to **>RINGER TONE**, then press **MENU/SELECT**.

3. Press ▲**DIR** or ▼**CID** to sample each ringer tone.

4. Press **MENU/SELECT** to save your preference and return to the main menu.

```
RINGER TONE
1
▤
```
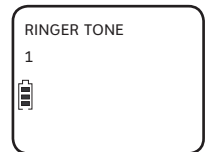
ⓘ*NOTE:* If you turn off the ringer volume, you will not hear ringer tone samples.

## LCD language

Use this feature to select the language used for all screen displays.

1. Press **MENU/SELECT** in idle mode to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll to **>SETTINGS**.

3. Press **MENU/SELECT** twice to select **>LCD LANGUAGE**.

4. Press ▲**DIR** or ▼**CID** to select **ENGLISH**, **FRANÇAIS** or **ESPAÑOL**.

```
LCD LANGUAGE
ENGLISH
▤
```

5. Press **MENU/SELECT** to save your preference and return to the main menu.
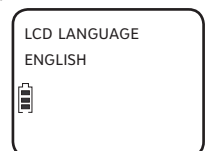
# Handset settings

## Voicemail (visual message waiting) indicator

If you subscribe to a voicemail service offered by your telephone service provider, this feature provides a visual indication when you have new voicemail messages. **NEW VOICEMAIL** and ✉ appear on the handset screen.

```
HANDSET 1
NEW VOICEMAIL

🔋        ✉

10:30PM       11/20
```

**ℹ️** *NOTES:*

• Your telephone service provider might alert you to new voicemail messages with a stutter (broken) dial tone. Contact your telephone service provider for more details.

• This feature does not indicate new messages recorded on your telephone's built-in answering system.

• For more information about the difference between your answering system and voicemail, see **Answering system and voicemail** on page 46.

## Clear voicemail indication

Use this feature when the telephone indicates there is new voicemail but there is none. This may occur, for example, when you have accessed your voicemail while away from home. This feature only turns off the displayed **NEW VOICEMAIL** message and ✉ icon; it does not delete your voicemail messages. As long as you have new voicemail messages, your telephone service provider continues to send the signal to turn on the indicator.

To manually turn off the new voicemail indicator:

1. Press **MENU/SELECT** when in idle mode to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll to **>SETTINGS**, then press **MENU/SELECT**.

```
TURN OFF
INDICATOR?

🔋
```

3. Press ▲**DIR** or ▼**CID** to scroll to **>CLR VOICEMAIL**, then press **MENU/SELECT**. The screen shows **TURN OFF INDICATOR?**

4. Press **MENU/SELECT** to turn the voicemail indication off, or press ☎**OFF/CLEAR** to cancel the procedure.
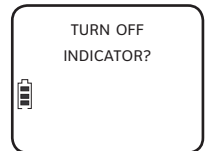
**ℹ️** *NOTES:*

• Your telephone service provider might alert you to new voicemail messages with a stutter (broken) dial tone. Contact your telephone service provider for more details.

• For information about using your voicemail service, contact your telephone service provider for assistance.

# Handset settings

## Key tone

The handset is factory programmed to beep with each key press. If you turn off the **KEY TONE**, there are no beeps when you press keys.

1. Press **MENU/SELECT** in idle mode to enter the main menu.

2. Press **▲DIR** or **▼CID** to scroll to **>SETTINGS**, then press **MENU/SELECT**.

3. Press **▲DIR** or **▼CID** to scroll to **>KEY TONE**, then press **MENU/SELECT**.

4. Press **▲DIR** or **▼CID** to select **ON** or **OFF**.

5. Press **MENU/SELECT** to save your preference and return to the main menu.

KEY TONE
ON
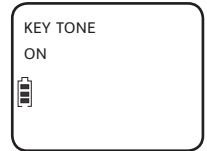
## Set date/time

The answering system announces the date and time of each message received prior to playing it. Before using the answering system, set the date and time as follows. If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call (see **About caller ID** on page 40). However, the year must be set so that the day of the week can be calculated from the caller ID information.

Follow the steps below to set the month, day, year and time.

1. Follow steps 1 and 2 in **Key tone** on this page.

2. Press **▲DIR** or **▼CID** to scroll to **>SET DATE/TIME**, then press **MENU/SELECT**.

SET DATE
--/--/--

3. Press **▲DIR** or **▼CID** to select the month, or use the dial pad keys to enter the correct number (01-12), then press **MENU/SELECT** to confirm.

4. Press **▲DIR** or **▼CID** to select the day, or use the dial pad keys to enter the correct number (01-31), then press **MENU/SELECT** to confirm.

5. Press **▲DIR** or **▼CID** to select the year, or use the dial pad keys to enter the correct number (01-99), then press **MENU/SELECT** to confirm.

6. Press **▲DIR** or **▼CID** to select the hour, or use the dial pad keys to enter the correct number (01-12), then press **MENU/SELECT** to confirm.

SET TIME
--:-- --

7. Press **▲DIR** or **▼CID** to select the minute, or use the dial pad keys to enter the correct number (00-59), then press **MENU/SELECT** to confirm.

8. Press **▲DIR** or **▼CID** to select **AM** or **PM**, then press **MENU/SELECT** to confirm. There is a confirmation tone.
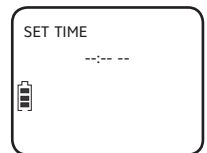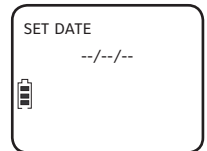
# Handset settings

## Home area code

If you dial seven digits to make a local call (no area code required), enter your area code into the telephone as the home area code. When you receive a call from within your home area code, the caller ID history only displays the seven digits of the telephone number.

This feature makes it easy for you to place a call from the caller ID history. If you dial 10 digits to make a local telephone call, do not use this home area code feature. If you do, you will not be able to place calls from your caller ID history as they have only seven digits.

1. Press **MENU/SELECT** in the idle mode to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll to **>SETTINGS**, then press **MENU/SELECT**.

3. Press ▲**DIR** or ▼**CID** to scroll to **>HOME AREA CODE**, then press **MENU/SELECT**.

```
HOME AREA CODE
                _ _ _
🔋
```

4. Press the dial pad keys to enter a three-digit home area code. Press **MUTE/DELETE** to delete digits while entering.

5. Press **MENU/SELECT** to save the setting and return to the main menu.
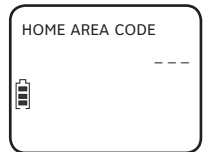
*NOTE:* If, in the future, your telephone service provider requires you to dial 10 digits to make a local call (area code + telephone number), you will need to delete your home area code. Follow steps 1 through 3 above, while the home area code displaying, press and hold **MUTE/DELETE**. The home area code is now restored to its default setting of _ _ _ (empty).

## Dial mode

Use this feature to choose tone (touch-tone) or pulse (dial-pulse) dialing. The factory setting is **TONE**. Change this to **PULSE** only if you do not have touch-tone dialing service.

1. Follow steps 1 and 2 in **Home area code** on this page.

```
DIAL MODE
TONE
🔋
```

2. Press ▲**DIR** or ▼**CID** to scroll to **>DIAL MODE**, then press **MENU/SELECT**.

3. Press ▲**DIR** or ▼**CID** to select **TONE** or **PULSE**.

4. Press **MENU/SELECT** to save the setting and return to the main menu.
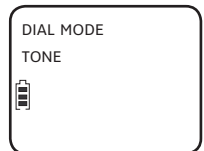
*NOTE:* If you have dial-pulse (rotary) dialing service only, refer to **Temporary tone dialing** on page 26 to temporarily switch from dial-pulse to touch-tone dialing during a call.

# Answering system settings

## Answering mode

Unless you change it, the answering system is on and ready to record messages. You can turn the answering system off, but if you do so, the answering system does not answer calls and record incoming messages.

1. Press **MENU/SELECT** when in idle mode to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll to **>ANSWERING SYS**, then press **MENU/SELECT**.

```
ANSWER ON/OFF
ON
```

3. Press ▲**DIR** or ▼**CID** to scroll to **>ANSWER ON/OFF**, then press **MENU/SELECT**.

4. Press ▲**DIR** or ▼**CID** to select between **ON** and **OFF**, then press **MENU/SELECT** to confirm the setting. A confirmation tone sounds.
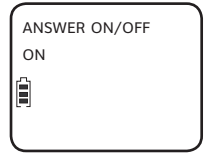
🛈*NOTES:*

• If the answering system is off and there is an incoming call, the system answers after 10 rings and announces to the caller, "*Please enter your remote access code.*" For more information about remote access, see **Remote access** on page 53.

• You can also turn the answering system on or off from the telephone base. Refer to **Turning the answering system on or off at the telephone base** on page 47 for details.

## Outgoing announcement

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

The telephone has a pre-recorded outgoing announcement, "*Hello. Please leave a message after the tone.*" You can use this announcement, or record your own announcement.

You can record an announcement up to 90 seconds. The system does not record any announcement shorter than two seconds.

## To record a new outgoing announcement

Use the following steps to record an outgoing announcement with a recording of your own.

1. Press **MENU/SELECT** when in idle mode to enter the main menu.

```
>ANNOUNCEMENT
 DELETE ALL OLD
```

2. Press ▲**DIR** or ▼**CID** to scroll to **>ANSWERING SYS**, then press **MENU/SELECT**.

3. Press ▲**DIR** or ▼**CID** to scroll to **>ANNOUNCEMENT**, then press **MENU/SELECT**. The system announces, "*To play, press 2. To record, press 7.*"

```
2-PLAY      3-DELETE
5-STOP      7-RECORD
```

4. Press **7**. The system announces "*Record after the tone, press 5 when you are done.*"
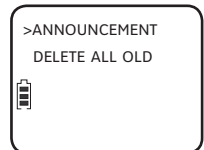
## Answering system settings

5. Speak towards the microphone on the handset.

6. Press **5** when you finish the recording.

RECORD ANNC...
5-STOP

🛈*NOTE:* If the answering system memory is full, when you press **7** in step 4, the answering system announces, "*Memory is full.*" You must delete some messages before you can record a new announcement.
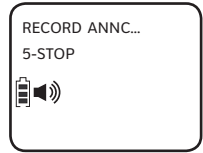
**To play the current outgoing announcement**

Use the following steps to listen to the current outgoing announcement.

1. Follow steps 1-3 in **To record a new outgoing announcement** on page 18.

2. Press **2** to play the current announcement from the speakerphone.

   | 2-PLAY | 3-DELETE |
   | 5-STOP | 7-RECORD |

   • Press ▲**DIR/VOLUME** to increase or press ▼**CID/VOLUME** to decrease the message playback volume.

   • Press ◀》**SPEAKER** to switch between speakerphone and handset earpiece.
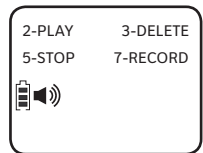
**To delete your outgoing announcement**

Use the following steps to delete the outgoing announcement you recorded.

1. Follow steps 1-3 in **To record a new outgoing announcement** on page 18.

   | 2-PLAY | 3-DELETE |
   | 5-STOP | 7-RECORD |

2. Press **2** to play the current announcement.

3. Press **3** during playback to delete your recorded announcement.
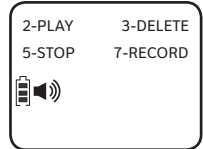
If your announcement is deleted, calls are answered with the pre-recorded announcement, "*Hello. Please leave a message after the tone.*"

# Answering system settings

## Call screening setup

Use this menu to choose whether incoming messages are played through the speaker on the telephone base while they are being recorded.

To change the settings:

1. Press **MENU/SELECT** when in idle mode to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll to **>ANSWERING SYS**, then press **MENU/SELECT**.

3. Press ▲**DIR** or ▼**CID** to scroll to **>ANS SYS SETUP**. Press **MENU/SELECT**.

4. Press **MENU/SELECT** to select **>CALL SCREENING**.

5. Press ▲**DIR** or ▼**CID** to choose between **ON** and **OFF**.

6. Press **MENU/SELECT** to confirm your setting. A confirmation tone sounds.

```
CALL SCREENING
ON
```
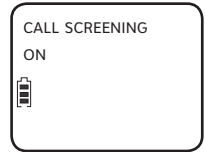
*NOTE:* For more details about the feature call screening, see **Call screening** on page 48.

## Number of rings

Use this feature to set the answering system to answer an incoming call after two, four, or six rings. You can also select toll saver, which is explained below. Unless you change it, the answering system answers an incoming call after four rings.

To set the number of rings:

1. Follow steps 1-3 in **Call screening setup** on this page.

2. Press ▲**DIR** or ▼**CID** to scroll to **># OF RINGS**, then press **MENU/SELECT**.

3. Press ▲**DIR** or ▼**CID** to scroll and choose among **2**, **4**, **6** or **TOLL SAVER**.

```
# OF RINGS
4
```

   • Toll saver - the answering system answers a call after two rings if you have new messages, and after four rings when there are no new messages. This feature allows you to check for new messages and avoid paying long distance charges if you are calling from out of your local area.

4. Press **MENU/SELECT** to confirm your setting. A confirmation tone sounds.
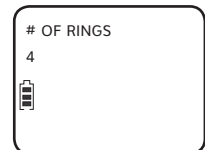
*NOTE:* If you subscribe to a voicemail service offered through your telephone service provider, see **Answering system and voicemail** on page 46.

# Answering system settings

## Remote access code

To access your answering system remotely from any touch-tone telephone, you need to enter a two-digit number (10-99). Unless you change it, the remote access code is 19.

To change the remote access code:

1. Press **MENU/SELECT** when in idle mode to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll to **>ANSWERING SYS**, then press **MENU/SELECT**.

```
REMOTE CODE
19
```

3. Press ▲**DIR** or ▼**CID** to scroll to **>ANS SYS SETUP**, then press **MENU/SELECT**.

4. Press ▲**DIR** or ▼**CID** to scroll to **>REMOTE CODE**, then press **MENU/SELECT**.

5. Press ▲**DIR** or ▼**CID** to change the remote access code.

6. Press **MENU/SELECT** to confirm your setting. A confirmation tone sounds.
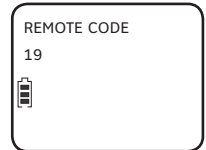
*NOTE:* For more details about the feature remote access, refer to **Remote access** on page 53.

## Message alert tone

When the message alert tone is set to **ON**, and there is at least one new message, the telephone base beeps every 10 seconds. Unless you change it, the message alert tone is set to off.

To change the setting:

1. Follow steps 1-3 in **Remote access code** on this page.

```
MSG ALERT TONE
ON
```

2. Press ▲**DIR** or ▼**CID** to scroll to **>MSG ALERT TONE**, then press **MENU/SELECT**.

3. Press ▲**DIR** or ▼**CID** to choose between **ON** and **OFF**.

4. Press **MENU/SELECT** to confirm your setting. A confirmation tone sounds.
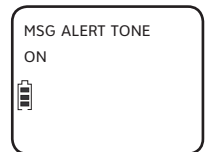
*NOTES:*

• The message alert tone beeps only if all the conditions below are met:
    – Answering system is on.
    – Message alert tone setting is on.
    – There are new messages.
• To temporarily turn off the message alert tone, see **Temporarily turning off the message alert tone** on page 48.

# Telephone base ringer volume

Use the following step to set the ringer volume level (1-6), or turn the ringer off.

• When the telephone is not in use, press ▲▼**VOLUME** on the telephone base to adjust the ringer volume. A sample of the ringer sounds as you adjust the volume. The telephone base announces, *"Base ringer is off"* when you set the volume to 0.

# Making, answering and ending a call

## Making a call

**To make a call:**

1. Press 📞**PHONE/FLASH**, then wait for the dial tone.
   **-OR-**
   Press 🔊**SPEAKER** to use the speakerphone, then wait for the dial tone.

2. Use the dial pad keys to enter the telephone number.

```
┌─────────────────────┐
│ PHONE        0:01:30 │
│         888-722-7702 │
│                      │
│ 🔋                   │
│                      │
└─────────────────────┘
```
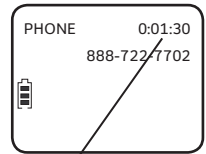
The screen displays the elapsed time as you talk (in hours, minutes and seconds).

## On-hook dialing (predialing):

1. Use the dial pad keys to enter the telephone number.

   • Press **REDIAL/PAUSE** to insert a three-second dialing pause.

   • Press **MUTE/DELETE** to make corrections.

2. Press 📞**PHONE/FLASH** to call.
   **-OR-**
   Press 🔊**SPEAKER** to call using the speakerphone.
   **-OR-**
   Press and hold ☎**OFF/CLEAR** to return to the idle mode.

```
┌─────────────────────┐
│         888-722-7702 │
│                      │
│ 🔋                   │
│                      │
└─────────────────────┘
```
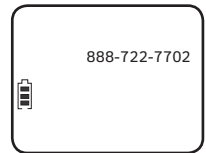
ⓘ*NOTE:* Pressing 📞**PHONE/FLASH** to access services from your telephone service provider does not affect the elapsed time.

## Temporary ringer silencing

While the telephone is ringing, press ☎**OFF/CLEAR** or **MUTE/DELETE** to silence the ringer temporarily on that handset only.

This turns off the ringer without disconnecting the call. The next incoming call rings normally at the preset volume.

```
┌─────────────────────┐
│     RINGER MUTE      │
│                      │
│ 🔋    🔕             │
│                      │
└─────────────────────┘
```

ⓘ*NOTE:* Unless the ringer volume is turned off on that handset, each handset rings when there is an incoming call.
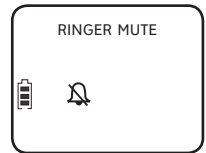
## Answering a call

• Press any dial pad key (also known as Any Key Answer) or 📞**PHONE/FLASH**.

   **-OR-**

• Press 🔊**SPEAKER** to use the speakerphone.

23

# Making, answering and ending a call

## Speakerphone

During a call, press ◀》**SPEAKER** to switch between speakerphone and normal handset use.

Press ☎**OFF/CLEAR** to hang up.

```
SPEAKER          0:01:30
                888-722-7702

▐▌◀》
```
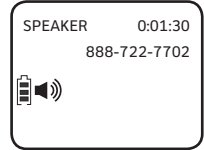
## 🛈*NOTES:*

• The speakerphone uses more power than the normal handset. If the handset battery becomes very low while you are using the speakerphone, the call remains in speakerphone mode until you hang up or the battery becomes depleted. When the battery is very low, you cannot switch a call from normal handset use to speakerphone mode.

• If you use the speakerphone during **LOW BATTERY** mode, the handset is not lit except for the ◀》**SPEAKER** button.

• After installing the battery in the handset, the screen may show **LOW BATTERY**. If you use speakerphone at this time, the battery may become depleted. Follow the instructions in **Battery installation and charging** on page 8.

## Ending a call

• Press ☎**OFF/CLEAR**.

   **-OR-**

• Put the handset in the telephone base or charger to end the call automatically (also known as Auto Off).

# Options while on calls

## Volume control

While on a call, press ▲**DIR/VOLUME** to increase or press ▼**CID/VOLUME** to decrease the listening volume.

When the volume reaches the minimum or maximum setting, you hear two beeps.

🖐*NOTE:* The handset earpiece volume setting (1-5) and speakerphone volume setting (1-6) are independent.

## Mute

Use the mute function to turn off the microphone. You can hear the caller, but the caller does not hear you.

### To mute the call:

• Press **MUTE/DELETE**. When mute is on, the handset screen shows **MUTED** for a few seconds and the **MUTE** icon appears until you turn off mute.
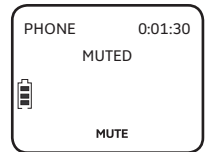
### To un-mute the call:

• Press **MUTE/DELETE** and then resume speaking. When mute is off, **MICROPHONE ON** appears temporarily on the handset screen.
  **-OR-**
  Mute is automatically canceled when you end the call.
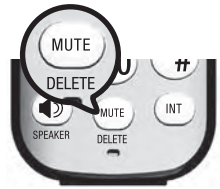
## Flash/call waiting

For more information on caller ID with call waiting, refer to **About caller ID** on page 40. If you subscribe to call waiting service provided by your telephone service provider, you hear a beep if someone calls you while you are already on a call.

• Press **PHONE/FLASH** to put your current call on hold and take the new call.

• Press **PHONE/FLASH** anytime to switch back and forth between calls.

🖐*NOTES:*

• Press **PHONE/FLASH** to access other telephone service provider subscriber services, as described by your telephone service provider.

• The telephone cannot display the information if another telephone on the same line is in use. Make sure all extensions are not in use.

# Options while on calls

## Temporary tone dialing

If you have dial-pulse (rotary) dialing service only, use this feature to temporarily switch from dial-pulse to touch-tone dialing during a call.

1. Dial the number during a call.
2. Press **TONE**∗. The telephone sends touch-tone signals.
3. The telephone automatically returns to pulse dial mode after you end the call.

## Chain dialing

Use this feature to dial numbers stored in the directory or caller ID history while you are on a call.

Chain dialing is useful if you need to access numbers other than telephone numbers (such as bank account numbers or access codes) from the directory or caller ID history.

```
PHONE           0:01:30
          888-722-7702

▯
```

- **To access the directory while on a call:**
  1. Press **MENU/SELECT**.
  2. Press ▲**DIR** or ▼**CID** to scroll to **>DIRECTORY**, then press **MENU/SELECT**.

```
>DIRECTORY
 CALL LOG

▯
```

  3. Press ▲**DIR** or ▼**CID** to scroll or press the dial pad keys to find the desired entry (see **To search by name** on page 35).
  4. Press **MENU/SELECT**. The telephone automatically dials the displayed number.

```
Charlie Johnson
888-883-2445

▯
```
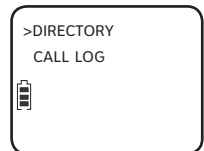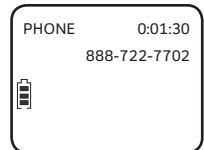
- **To access the caller ID history while on a call:**
  1. Press **MENU/SELECT**.
  2. Press ▲**DIR** or ▼**CID** to scroll to **>CALL LOG**, then press **MENU/SELECT**.

```
ROBERT BROWN
800-360-4121

▯

8:30PM        11/20
```

  3. Press ▲**DIR** or ▼**CID** to scroll to the desired entry. (If necessary, refer to step 2 in **To view the dialing options** on page 43.)
  4. Press **MENU/SELECT**. The telephone automatically dials the displayed number.
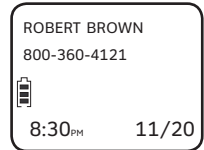
# Options while on calls

- **To access the redial list while on a call:**

  1. Press **REDIAL/PAUSE**.

  2. Press ▲**DIR** or ▼**CID** to scroll to the number you want to dial.

  3. Press **MENU/SELECT**. The handset automatically dials the displayed number.

```
REDIAL
              888-722-7702

▯
```
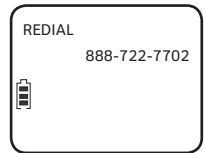
## 🛈 *NOTES:*

- While on a call, you cannot edit a directory entry or copy a caller ID entry into the directory.

- If the directory or caller ID history is in use, the screen shows **NOT AVAILABLE AT THIS TIME**.

- Press and hold ☎**OFF/CLEAR** to exit directory, caller ID history or redial list and return to the call without dialing the displayed number.

### Join a call in process

If a handset is already on a call and you would like to join the call:

- Press ☎**PHONE/FLASH** or ◀))**SPEAKER** on another system handset.

To exit the call:

- Press ☎**OFF/CLEAR** or place the handset in the telephone base or charger.

The call is terminated once all handsets hang up.

```
                        HANDSET 2
                        LINE IN USE
PHONE      0:00:20  ▯
▯
```

🛈 *NOTE:* You can only use two system handsets at the same time on an outside call.
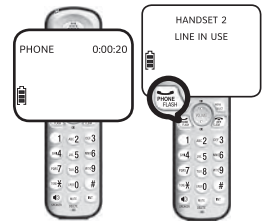
# Redial

The handset can store the 20 numbers recently called from this handset in the redial list.

## To review numbers in the redial list

1. Press **REDIAL/PAUSE** in idle mode.
2. Press ▲**DIR** or ▼**CID** to scroll through the 20 recently called numbers (up to 30 digits each). The handset beeps twice at the beginning or end of the list.
3. Press **OFF/CLEAR** to exit the redial list.
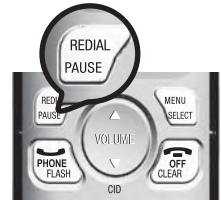
## To call a number from the redial list

1. Use the steps 1 and 2 in **To review numbers in the redial list** on this page to scroll to the desired number.
2. Press **PHONE/FLASH**.
   **-OR-**
   Press ◀**SPEAKER** to use the speakerphone.

```
REDIAL
              888-722-7702
```
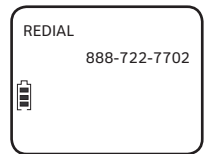
## To delete a number in the redial list

1. Use the steps 1 and 2 in **To review numbers in the redial list** on this page to scroll to a number.
2. Press **MUTE/DELETE** to delete the displayed number from the redial list.

## To call the number most recently called (last number redial)

1. Press **PHONE/FLASH**, then wait for the dial tone.
   **-OR-**
   Press ◀**SPEAKER** to use the speakerphone, then wait for the dial tone.
2. Press **REDIAL/PAUSE** The screen shows the number most recently called.
3. Press **MENU/SELECT**. The handset automatically dials the displayed number.
   **-OR-**
   Wait at least two seconds. The handset automatically dials the displayed number.
   **-OR-**
   Press and hold **OFF/CLEAR** to return to the call without dialing the number most recently called.

```
PHONE         0:00:10
```

```
REDIAL
              888-722-7702
```

```
PHONE         0:00:18
              888-722-7702
```

28
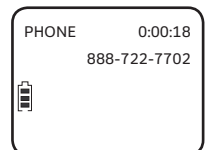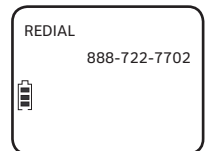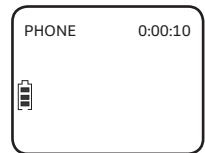
# Handset locator

The handset locator feature is useful if you misplace any handsets.

**To start the paging tone:**

• Press ✐**HANDSET LOCATOR** on the telephone base to start the paging tone on all handsets for 60 seconds.

**To stop the paging tone:**

• Press ☎**PHONE/FLASH**, ◄**SPEAKER**, or any dial pad key (0-9, *, or #) on the handset(s).

  **-OR-**

• Press ✐**HANDSET LOCATOR** on the telephone base.

🛈*NOTE:* If you press ☎**OFF/CLEAR** or **MUTE/DELETE** on a handset, the ringer of the handset is silenced but the paging tone continues.

29
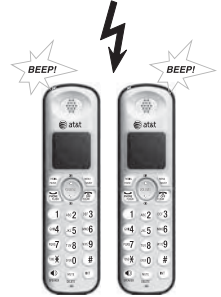
# Intercom

## To make and answer an intercom call

Use the intercom feature for conversation between handsets.

1. Press **INT** on your handset when not in use.

   - If you have a two-handset system (EL52200), your handset screen shows **CALLING OTHER HANDSET**.

   - If you have more than two handsets (EL52300 or EL52400), your screen shows **INTERCOM TO:** Use the dialing keys (1-3 or 1-4) to select the other handset. Your handset screen shows **CALLING HANDSET X**.

   - The other handset rings and its screen shows either **OTHER HANDSET IS CALLING** (EL52200) or **HANDSET X IS CALLING** (EL52300 or EL52400).
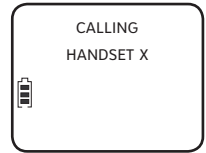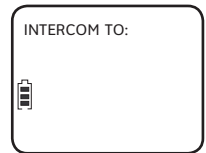
2. To answer the intercom call, press ⌒**PHONE/FLASH**, ◁**SPEAKER**, **INT**, or any dial pad keys (0-9, #, *) on the other handset. Both handsets now show **INTERCOM**.
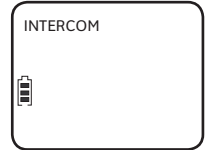
3. To end an intercom call, press **INT**, ⌒**OFF/CLEAR**, or place the handset back in the telephone base or charger. Both handsets now show **INTERCOM ENDED**.

```
┌─────────────────────┐
│ INTERCOM TO:        │
│                     │
│ ▮                   │
└─────────────────────┘

┌─────────────────────┐
│        CALLING      │
│       HANDSET X     │
│ ▮                   │
└─────────────────────┘

┌─────────────────────┐
│ INTERCOM            │
│                     │
│ ▮                   │
└─────────────────────┘
```

🛈*NOTES:*

- Before the intercom call is answered, you can cancel the intercom call by pressing ⌒**OFF/CLEAR** or **INT** on your originating handset.

- If the other handset is not answered within 60 seconds or if it is in the directory or caller ID history mode, or is on a call, or is out of range, your originating handset shows **UNABLE TO CALL TRY AGAIN**.

- Pressing ⌒**OFF/CLEAR** or **MUTE/DELETE** temporarily silences the intercom ringer.

- You can use a maximum of four handsets at a time. When two handsets are used on an intercom call, use two other system handsets for an outside call or another intercom call.

## To answer an incoming call during an intercom call

If you receive an incoming outside call during an intercom call, there is an alert tone.

**To answer the call:**

- Press ⌒**PHONE/FLASH**. The intercom call ends automatically.

**To end the intercom call without canceling the incoming call:**

- Press ⌒**OFF/CLEAR**.

**To let the answering system answer the incoming call:**

- Do nothing. If the answering system is on, it answers the incoming call after the number of rings you have set.

# Call transfer using intercom

Use the intercom feature to transfer an outside call to another system handset.

1. During a call, press **INT**.

   • If you have a two-handset system (EL52200), the outside call is put on hold and your handset screen shows **CALLING OTHER HANDSET**. The other handset rings and its screen shows **OTHER HANDSET IS CALLING**.

   • If you have more than two handsets (EL52300 or EL52400), your screen shows **TRANSFER TO:** Use the dial pad keys to enter a handset number. The outside call is put on hold and your handset screen shows **CALLING HANDSET X**. The other handset rings and its screen shows **HANDSET X IS CALLING**.
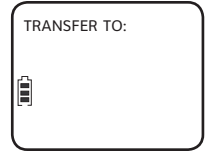
2. To answer the intercom call on the other handset, press ╾**PHONE/FLASH**, ◀》**SPEAKER**, **INT**, or any dial pad keys (0-9, #, ✳). The outside call is still on hold and both handsets now show **INTERCOM**. You can now have a private conversation between the system handsets.

   🛈*NOTES:*

   • To cancel the transfer and return to the external call before the intercom call is answered, press and hold ╾**OFF/CLEAR**, or press ╾**PHONE/FLASH** or **INT** on your handset.

   • If the other handset does not answer the intercom call within 60 seconds, or if the other handset is in the directory or caller ID history mode, or is out of range, the calling handset shows **UNABLE TO CALL TRY AGAIN** on its screen and automatically returns to the external call.

3. From this intercom call, you have the following options:

   • You can let the other handset join you on the outside call in a three-way conversation. Press and hold **INT** on the calling handset.

   • You can transfer the call. Press ╾**OFF/CLEAR**, or place your handset back in the telephone base or charger. Your screen shows **CALL TRANSFERED**. The other handset automatically connects to the outside call.

   • You can switch between the outside call (**OUTSIDE CALL** appears on the screen) and the intercom call (**INTERCOM** appears on the screen). Press **INT** on your handset to switch.

   • The other person can end the intercom call by pressing ╾**OFF/CLEAR**, or by placing the other handset back in the telephone base or charger. The outside call continues with the original system handset.

---

PHONE        0:00:20

---

TRANSFER TO:

---

CALLING
HANDSET X

---

INTERCOM

---

CALL TRANSFERED

---
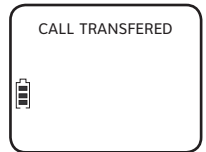
# Directory overview

## Shared directory

The directory is stored in the telephone base, and is shared by all handsets. Changes made to the directory on any one handset apply to all.

Charlie Johnson
888-883-2445

**ℹNOTE:** Only one handset can review the directory at a time. If another handset attempts to enter the directory, the screen shows **NOT AVAILABLE AT THIS TIME**.

## Directory memory capacity

The directory can store up to 100 entries, with a maximum of 15 alphanumeric characters (including spaces) for the names and 30 digits for the telephone numbers. A convenient search feature can help you find and dial numbers quickly (see **To search by name** on page 35).

If there are already 100 entries, the screen shows **LIST FULL**. You cannot store a new number until you delete one.

LIST FULL

If the directory is empty, when you access it, the screen shows **DIRECTORY EMPTY**.

## Exiting the directory

Press ☎**OFF/CLEAR** to cancel an operation, back up to the previous menu, or exit the menu display. Press and hold ☎**OFF/CLEAR** to return to the idle mode.

If you pause for too long while creating or reviewing an entry, the procedure times out and you have to begin again.

## Speed dial overview

This telephone has 10 speed dial locations where you can assign telephone numbers from the directory you wish to dial numbers using fewer keys than usual. For more details, refer to **Speed dial locations** on page 38.

Charlie Johnson
888-883-2445

07

Indicates this directory entry is also in the seventh speed dial location.

If a directory entry is also in a speed dial location, while reviewing the directory, the number of speed dial location will be with that directory entry.

The speed dial locations are in the telephone base and is shared by all handsets. Changes made to the entries in the speed dial locations on any one handset apply to all.

**ℹNOTE:** Only one handset can access the speed dial locations at a time. If another handset attempts to access the speed dial locations, the screen shows **NOT AVAILABLE AT THIS TIME**.

# Directory storage

1. Press **MENU/SELECT** in idle mode to use the main menu.
   **-OR-**
   You can also store a number in the directory while predialing.
   Do the following:

   a. While the handset is in idle mode, use the dial pad keys to enter the telephone number (up to 30 digits).

      • Press and hold **REDIAL/PAUSE** to insert a three-second dialing pause (a **P** appears).

      • Press **MUTE/DELETE** to make corrections.

   b. Skip to step 6.

2. Press ▲**DIR** or ▼**CID** to scroll to **>DIRECTORY**, then press **MENU/SELECT**.

3. Press ▲**DIR** or ▼**CID** to highlight **>ADD CONTACT**.

4. Press **MENU/SELECT**.

5. Enter the telephone number when prompted.

   • Copy a number from redial:

      a. Press **REDIAL/PAUSE**.

      b. Press ▲**DIR** or ▼**CID** or press **REDIAL/PAUSE** repeatedly to locate the number to copy.

      c. Press **MENU/SELECT** to copy the number.

   **-OR-**

   • Use the dial pad keys to enter a number (up to 30 digits).

      – Press ▲**DIR** or ▼**CID** to move the cursor to the left or right.

      – Press and hold **REDIAL/PAUSE** to enter a three-second dialing pause (a **P** appears).

      – Press **MUTE/DELETE** to erase digits.

      – Press and hold **MUTE/DELETE** to erase all digits.

```
ENTER NUMBER
        888-883-2445_

▮
```

6. Press **MENU/SELECT** to save the number in the display.

7. Enter the name when prompted. Use the dial pad keys and refer to **Character chart** on page 34 to enter a name (up to 15 characters). Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key.

   • Press **#** to add a space.

   • Press ▲**DIR** or ▼**CID** to move the cursor to the left or right.

   • Press **MUTE/DELETE** to erase characters.

   • Press and hold **MUTE/DELETE** to erase all characters.

```
ENTER NAME
Charlie Johnson_

▮
```
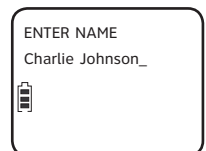
# Directory storage

• Character chart:

| Dial Key | Characters by number of key press | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| **1** | . | - | ' | ( | ) | ✳ | # | & | / | , | 1 |
| **2** | A | B | C | a | b | c | 2 | | | | |
| **3** | D | E | F | d | e | f | 3 | | | | |
| **4** | G | H | I | g | h | i | 4 | | | | |
| **5** | J | K | L | j | k | l | 5 | | | | |
| **6** | M | N | O | m | n | o | 6 | | | | |
| **7** | P | Q | R | S | p | q | r | s | 7 | | |
| **8** | T | U | V | t | u | v | 8 | | | | |
| **9** | W | X | Y | Z | w | x | y | z | 9 | | |
| **0** | 0 | | | | | | | | | | |
| **✳** | ✳ | | | | | | | | | | |
| **#** | space | | | | | | | | | | |

ⓘ *NOTE:* The first letter of every word is capitalized. The remaining letters in a word start as lower case letters shown in the chart above.

8. Press **MENU/SELECT** to store your new directory entry. The screen shows **SAVED** and then **SET SPEED DIAL?**

9. Press **MENU/SELECT** to assign a speed dial location to this entry.
   **-OR-**
   Press ☎**OFF/CLEAR** to store the entry in the directory without assigning a speed dial location to this entry (skip the following steps). You can assign it later (see **To assign or reassign a speed dial location to a directory entry** on page 38).

```
>1: <EMPTY>
  2: Robert Brown
🔋
```

```
Charlie Johnson
888-883-2445
🔋
              01
```

10. Press ▲**DIR** or ▼**CID** to scroll to an empty speed dial location.

11. Press **MENU/SELECT** to confirm. The new entry appears.
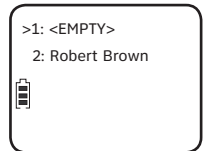
ⓘ *NOTE:* The screen shows **ALREADY SAVED** if the number is already in the directory. You cannot save the same number.

# Reviewing the directory

## To review directory entries

1. Press ▲**DIR** when in idle mode to show the first entry in the directory. **DIRECTORY EMPTY** appears if there are no directory entries.
**-OR-**
You can also show the first entry in the directory by pressing **MENU/SELECT** when in idle mode. Press ▲**DIR** or ▼**CID** to scroll to **>DIRECTORY**, then press **MENU/SELECT** twice.

2. Press ▲**DIR** or ▼**CID** to browse through the directory. Entries appear alphabetically by the first letter in the name.

Charlie Johnson
888-883-2445
01

Christine Smith
888-722-7702

**🛈NOTE:** If the telephone number in the directory exceeds 15 digits, **<✳** appears in front of the telephone number. Press **TONE✳** to move towards the end of the telephone number or press **#** to move towards the beginning of the telephone number.

## To search by name

1. Press ▲**DIR** when in idle mode to show the first entry in the directory.

2. When an entry appears, press the dial pad keys (2-9) to start a name search (alphabetical search).

   The directory shows the first name beginning with the first letter associated with the dial pad key if there is an entry in the directory that begins with that letter.

Charlie Johnson
888-883-2445
01

3. To see other names that start with the letters on the same dial pad key, keep pressing the key. The names appear in alphabetical order.

For example, if you have the names Jennifer, Jessie, Kevin and Linda in your directory:

- If you press **5 (JKL)** once, **Jennifer** displays.
- If you press **5 (JKL)** twice, **Jessie** displays.
- If you press **5 (JKL)** three times, **Kevin** displays.
- If you press **5 (JKL)** four times, **Linda** displays.
- If you press **5 (JKL)** five times, **Jennifer** displays again.

**🛈NOTES:**

- If there is no name matching the first letter of the key you press, the directory shows a name that matches the following letters of the key.
- If you press a key (2-9) and no name starts with the letters on that key, the directory shows the entry that matches the next letter in the directory.

# Dialing, deleting and editing a directory entry

## To dial a directory number

1. Press ▲**DIR** when in idle mode.

2. Press ▲**DIR** or ▼**CID** to browse through the directory and find the desired entry.
   **-OR**-
   Use the alphabetical search to find the desired entry. Refer to steps 2 and 3 in **To search by name** on page 35.

3. Press ☎**PHONE/FLASH** or ◀**SPEAKER** to dial the displayed telephone number from the directory.

```
Robert Brown
800-360-4121
```

```
PHONE          0:00:20
       Robert Brown
```
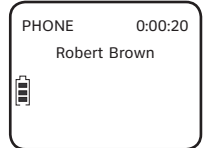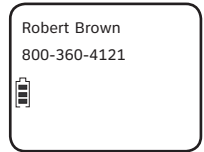
## To delete a directory entry

1. Follow steps 1 and 2 in **To dial a directory number** on this page to find the entry.

2. Press **MUTE/DELETE**. The screen shows **DELETE CONTACT?**

3. Press **MENU/SELECT** to delete the displayed entry from the directory. Once deleted, you cannot retrieve that entry.
   **-OR-**
   Press ☎**OFF/CLEAR** to exit and leave the entry intact.

```
Robert Brown
800-360-4121
```
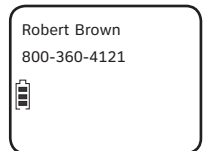
🛈*NOTE:* If the directory entry you deleted is also in the speed dial location, the telephone will automatically clear the speed dial location that entry occupied.

## To edit a directory entry

1. Follow steps 1 and 2 in **To dial a directory number** on this page to find the desired entry.

2. Press **MENU/SELECT** to modify the entry.

3. **To edit the name**, press ▲**DIR** or ▼**CID** to scroll to **>NAME**. Press **MENU/SELECT** to show **EDIT NAME**. Follow step 7 in **Directory storage** on page 33 to edit the characters.
   **-OR-**
   **To edit the number**, press ▲**DIR** or ▼**CID** to scroll to **>NUMBER**. Press **MENU/SELECT** to show **EDIT NUMBER**. Follow step 5 in **Directory storage** on page 33 to edit the digits.

```
Charlie Johnson
888-883-2445

                   01
```

```
EDIT
>NAME
```

```
EDIT
>NUMBER
```
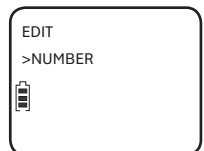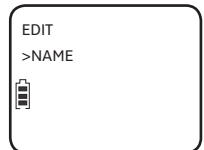
# Dialing, deleting and editing a directory entry

**-OR-**

**To assign or reassign a speed dial location**, press ▲**DIR** or ▼**CID** to scroll to **>SPEED DIAL**. Press **MENU/SELECT** to show the speed dial list. Do the following:

```
EDIT
>SPEED DIAL
```

• To assign a speed dial location to this entry, press ▲**DIR** or ▼**CID** to scroll to an empty speed dial location.

**-OR-**

• To reassign another speed dial location to this entry, press ▲**DIR** or ▼**CID** to scroll to another speed dial location. Press **MENU/SELECT**. The screen shows **REPLACE?**

4. Press **MENU/SELECT** to confirm. The screen shows the updated entry.

```
Charlie
883-2445


                07
```
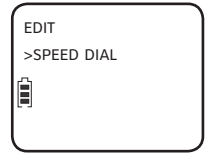
# Speed dial locations

## To assign or reassign a speed dial location to a directory entry

While reviewing the directory, you can use the steps in **To edit a directory entry** on page 36 to assign or reassign a speed dial location to a directory entry.

You can also follow the steps below to use the main menu to assign or reassign a speed dial location to a directory entry.

1. Press **MENU/SELECT** in idle mode.

2. Press ▲**DIR** or ▼**CID** to scroll to **>DIRECTORY**. Press **MENU/SELECT**.

```
>SPEED DIAL
  REVIEW
```

3. Press ▲**DIR** or ▼**CID** to scroll to **>SPEED DIAL**. Press **MENU/SELECT**.

4. To assign a speed dial location, press ▲**DIR** or ▼**CID** to scroll to an empty speed dial location.
   **-OR-**
   To reassign another speed dial location, press ▲**DIR** or ▼**CID** to scroll to another speed dial location.

```
>1: <EMPTY>
  2: Robert Brown
```

5. Press **MENU/SELECT** to show the directory.

6. Press ▲**DIR** or ▼**CID** to browse through the directory and find the desired entry.
   **-OR**-
   Use the alphabetical search to find the desired entry. Refer to steps 2 and 3 in **To search by name** on page 35.

```
Charlie Johnson
888-883-2445
```

7. Press **MENU/SELECT** to confirm. The name (up to 12 characters) of the desired directory entry appears in the selected speed dial location.

```
>1: Charlie John
  2: Robert Brown
```

8. Press ☎**OFF/CLEAR** to return to idle mode or repeat steps 4-7 to fill in other speed dial locations.
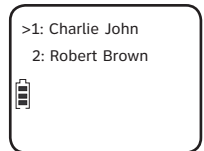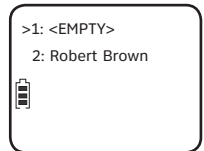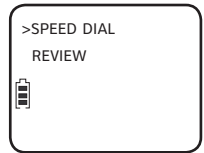
**ⓘNOTES:**

- If the directory is empty, when you press **MENU/SELECT** in step 5, the screen shows **DIRECTORY EMPTY**.

- If the speed dial location you selected is occupied, the new directory entry you selected replaces the old one. Take caution not to replace entries you do not wish to delete from the speed dial locations.

# Speed dial locations

## To clear a speed dial location

1. Press **MENU/SELECT** in idle mode.

2. Press ▲**DIR** or ▼**CID** to scroll to **>DIRECTORY**. Press **MENU/SELECT**.

3. Press ▲**DIR** or ▼**CID** to scroll to **>SPEED DIAL**. Press **MENU/SELECT**.

4. Press ▲**DIR** or ▼**CID** to scroll to a speed dial location.

5. Press **MUTE/DELETE**. The screen shows **UNASSIGN?**

6. Press **MENU/SELECT** to confirm and clear the selected speed dial location. **<EMPTY>** appears in that speed dial location.

*NOTE:* Clearing the speed dial locations does not affect the entries in the directory.

>1: Charlie John
  2: Robert Brown

Charlie John
      UNASSIGN?

>1: <EMPTY>
  2: Robert Brown
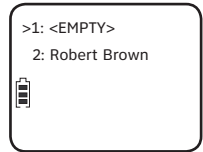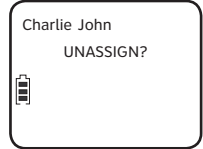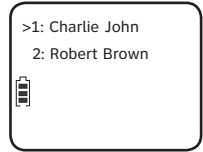
## To dial a speed dial number

1. When in idle mode, <u>press and hold</u> a dial pad key (**0** through **9**) to choose the desired speed dial location and show the entry in it.

2. Press **PHONE/FLASH** or **SPEAKER** to dial the displayed telephone number.

*NOTE:* If the speed dial location you selected is empty, the screen shows the speed dial location with **<EMPTY>** in the speed dial list.

# Caller ID overview

## About caller ID

This product supports caller ID services provided by most telephone service providers. Depending on your service subscription, you may see the caller's number, or the caller's name and number that are sent by the telephone service provider after the first or second ring. Caller ID allows you to see the name, number, date and time of calls.
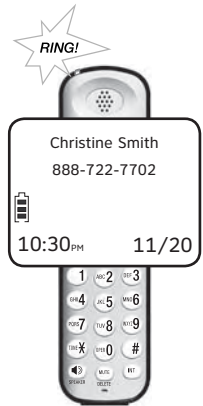
**Information about caller ID with call waiting:**

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

It may be necessary to change your 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 may need to combine these services).
- You have only caller ID service, or only call waiting service.
- You don't subscribe to caller ID or call waiting services.

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

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. The time and date are sent by the telephone service provider along with the call information.

The caller ID information may not be available for every incoming call. The callers may intentionally block their names and/or telephone numbers.

**ⓘNOTE:** You can use this product with regular caller ID service, or you can use this product's other features without subscribing to either caller ID or combined caller ID with call waiting service.

## About home area code

See **Home area code** on page 17 to determine if you should enter your area code. Entering the area code changes how numbers are displayed in the caller ID history and makes returning a call from the caller ID history easier (see **To dial a number from caller ID history** on page 44).

# Caller ID overview

## How caller ID history (call log) works

The telephone stores caller ID information about 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. This information is common to all handsets, so changes made in any handset are reflected in all other handsets. If you answer a call before the information appears on the screen, it does not show in the caller ID history.

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

**XX NEW CALL(S)** appears if there are new caller ID history entries (including missed and unreviewed calls). **CALL LOG EMPTY** appears if there are no records in the caller ID history.

Caller's name

Christine Smith
888-722-7702

NEW
10:30PM      11/20

Caller's number

Appears when the call is missed and unreviewed.

Time of call      Date of call
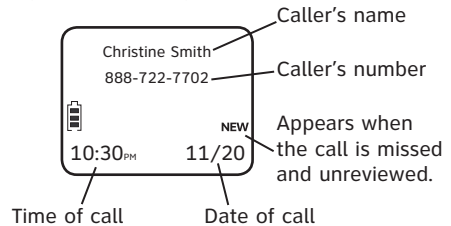
**ⓘ NOTES:**

• Only one handset can review the caller ID history at a time. If another handset attempts to enter the caller ID history, it shows **NOT AVAILABLE AT THIS TIME**.

• Each entry may have up to 24 digits for the telephone number and 15 characters for the name. If the telephone number has more than 15 digits, only the last 15 digits appear.

• The caller ID information might not be available for every incoming call. The callers might intentionally block their names and/or telephone numbers.

## 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 into your directory.

Chris
888-722-7702

10:30PM      11/20
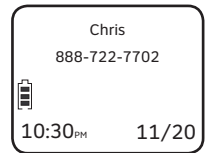
**ⓘ NOTE:** The number shown by your caller ID is in the format sent by the telephone service provider. The telephone service provider usually delivers ten-digit telephone numbers (area code plus telephone number). If the telephone number of the caller does not exactly match a number in your directory, the name appears as it is delivered by the telephone service provider. For example, if the telephone service provider includes the area code and the directory number does not, the name appears as delivered by the telephone service provider.

# Caller ID overview

## Missed (new) calls indicator

When a handset is in idle mode and has calls that have not been reviewed, its screen shows **XX MISSED CALLS**.

```
   HANDSET 1
 16 MISSED CALLS

▮
10:30ᴘᴍ     11/20
```

All unreviewed entries are counted as missed (new) calls. Each time you review a caller ID history entry marked **NEW**, the number of missed (new) calls decreases by one.

If you do not want to review the missed (new) calls one by one, but you still want to keep them in the caller ID history, you can press and hold ☎**OFF/CLEAR** for four seconds when the handset is idle. All the entries in the caller ID history are considered old (reviewed), and the missed (new) calls counter is reset to 0.

```
   HANDSET 1


▮
10:30ᴘᴍ     11/20
```

## 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 NAME** | The caller prefers not to show the telephone name. |
| **PRIVATE NUMBER** | The caller prefers not to show the telephone number. |
| **PRIVATE CALLER** | The caller prefers not to show the name and the telephone number. |
| **UNKNOWN NAME** | Your telephone service provider cannot determine the caller's name. |
| **UNKNOWN NUMBER** | Your telephone service provider cannot determine the caller's telephone number. |
| **UNKNOWN CALLER** | Your telephone service provider cannot determine the caller's name and telephone number. Calls from other countries may also generate this message. |

# Reviewing call history

## To review the caller ID history

1. When a handset is in idle mode, press ▼**CID** to review the caller ID history in reverse chronological order starting with the most recent call.
   **-OR-**
   You can also review the caller ID history by pressing **MENU/SELECT**, then press ▲**DIR** or ▼**CID** to scroll to **>CALL LOG**, then press **MENU/SELECT** twice.

2. Press ▲**DIR** or ▼**CID** to scroll through the list. A double beep sounds when the list reaches the beginning or end of the caller ID history.

3. Press ☎**OFF/CLEAR** to exit the caller ID history.

```
Christine Smith
   888-722-7702

                   NEW
11:30PM      11/20
```

```
 Robert Brown
  800-360-4121


10:45PM      11/20
```
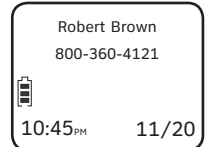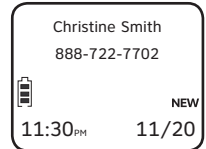
## To view the dialing options

Although the caller ID history entries received typically have 10 digits (the area code plus the seven-digit number), in some areas, you might need to dial only the seven digits, or 1 plus the seven digits, or 1 plus the area code plus the seven digits. You can follow the steps below to change the number of digits that you dial from or store in the directory:

1. Follow steps 1 and 2 in **To review the caller ID history** on this page to find the entry.

2. Before dialing or saving the telephone number in the directory, press **#** repeatedly to show different dialing options for local and long distance numbers.
   **-OR-**
   Before dialing or saving the telephone number in the directory, press **1** repeatedly if you need to add or remove 1 in front of the telephone number.

```
 Robert Brown
  800-360-4121


10:45PM      11/20
```
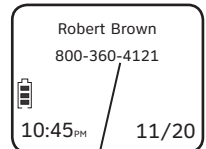
Press **#** -> 1-800-360-4121
Press **#** ->        360-4121
Press **#** ->      1-360-4121
Press **#** ->    800-360-4121
Press **1** -> 1-800-360-4121
Press **1** ->    800-360-4121

ℹ️*NOTE:* If you do not need to dial the area code for local calls, make sure to program your home area code (see **Home area code** on page 17).

# Returning a call and deleting an entry

## To dial a number from caller ID history

1. Press ▼**CID** when in idle mode.
2. Press ▲**DIR** or ▼**CID** to browse through the caller ID history and find the entry.
3. Press ⌣**PHONE/FLASH** or ◀**SPEAKER** to dial the displayed telephone number from the caller ID history.
   **-OR-**
   If you need to add or remove the area code or a 1 at the beginning of the number, do the following:
   a. Press **#** or **1**. For details, refer to step 2 in **To view the dialing options** on page 43.
   b. Press ⌣**PHONE/FLASH** or ◀**SPEAKER** to dial the displayed telephone number.
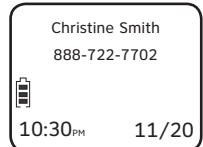
```
    Christine Smith
    888-722-7702


10:30PM      11/20
```

```
PHONE        0:01:30
             722-7702
```

## To delete an entry from caller ID history

1. Press ▼**CID** when in idle mode.
2. Press ▲**DIR** or ▼**CID** to browse through the caller ID history and find the entry.
3. Press **MUTE/DELETE** to delete the displayed entry from the caller ID history. Once deleted, you cannot retrieve that entry.
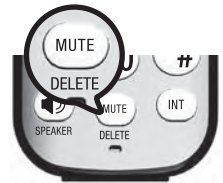
## To delete all entries from caller ID history

1. Press **MENU/SELECT** in idle mode.
2. Press ▲**DIR** or ▼**CID** to scroll to **>CALL LOG**. Press **MENU/SELECT**.
3. Press ▲**DIR** or ▼**CID** to scroll to **>DEL ALL CALLS**. Press **MENU/SELECT**. The screen shows **DELETE ALL CALLS?**
4. Press **MENU/SELECT** to delete all entries from the caller ID history. Once deleted, you cannot retrieve an entry.
   **-OR-**
   Press ⌢**OFF/CLEAR** to exit and leave all entries in the caller ID history intact.

```
>DEL ALL CALLS
 REVIEW
```

```
DELETE ALL CALLS?
```

44
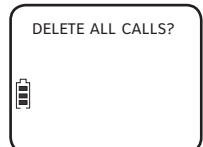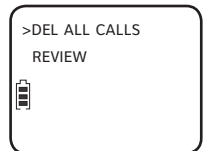
# Saving a caller ID history entry in the directory

1. Press ▼**CID** when in idle mode.

2. Press ▲**DIR** or ▼**CID** to browse through the caller ID history and find the desired entry.

    * If you need to add or remove the area code or a 1 at the beginning of the number, press **#** or **1**. For details, refer to step 2 in **To view the dialing options** on page 43.

```
    Christine Smith
    888-722-7702

 10:30PM      11/20
```

3. Press **MENU/SELECT**. The screen shows **EDIT NUMBER**.

4. Use the dial pad keys to modify the telephone number (up to 30 digits).

    * Press ▲**DIR** or ▼**CID** to move the cursor to the left or right.
    * Press and hold **REDIAL/PAUSE** to enter a three-second dialing pause (a **P** appears).
    * Press **MUTE/DELETE** to erase digits.
    * Press and hold **MUTE/DELETE** to erase all digits.

```
 EDIT NUMBER
            722-7702_
```

5. Press **MENU/SELECT** to save the number in the display. The screen shows **EDIT NAME**.

6. Use the dial pad keys and refer to **Character chart** on page 34 to modify the name (up to 15 characters).

    * Press **#** to add a space.
    * Press ▲**DIR** or ▼**CID** to move the cursor to the left or right.
    * Press **MUTE/DELETE** to erase characters.
    * Press and hold **MUTE/DELETE** to erase all characters.

```
 EDIT NAME
 Chris_
```

7. Press **MENU/SELECT** to confirm.
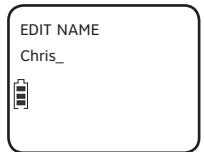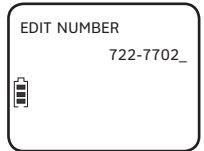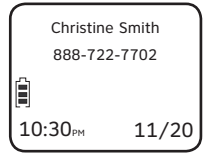
🛈*NOTES:*

* The screen shows **ALREADY SAVED** if the number is already in the directory. You cannot save the same number.
* If the directory is full, the screen shows **LIST FULL**.
* If neither the name nor number is provided, **UNABLE TO SAVE** appears.

## 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 ✉ and **NEW VOICEMAIL** display on the handset, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, you typically 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 ▶/■ **PLAY/STOP** on the telephone base (see **Message playback** on page 49).

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.

You can use your telephone answering system and voicemail together by setting your built-in answering system to answer before voicemail answers. To learn how to program your voicemail settings, contact your telephone service provider. 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 by following the instructions below.

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.

# Answering system overview

## Voice prompts

The system provides voice prompts to guide you through recording outgoing announcements and remote access.

## Turning the answering system on or off at the telephone base

- Press ⏻**ANSWER ON/OFF** to turn the answering system on or off. If the answering system is turned on, it announces "*Calls will be answered.*" If the answering system is turned off, it announces "*Calls will not be answered.*"

If the answering system is on, the **ANS ON** icon displays on the handset screen and the ⏻**ANSWER ON/OFF** light on the telephone base is on.

🛈*NOTES:*

- If the answering system is off and there is an incoming call, the system answers after 10 rings and announces to the caller, "*Please enter your remote access code.*" For more information about remote access, see **Remote access** on page 53.
- You can also turn the answering system on or off from the handset. Refer to **Answering mode** on page 18 for details.

## Message capacity

The answering system can record up to 99 messages, depending on the length of each message. Individual messages can be up to four minutes, and the approximate recording time is 14 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

If the answering system has less than five minutes of recording time left, the remaining time is announced at the end of messages playback.

If the memory is full, the number of message and **F** are flashing alternatively in the message window, and **REC MEM FULL** appears on the handset screen. You must delete some messages before recording new ones.

## New message indication

When there are new messages (including memos) on the answering system, the number of messages stored flashes in the message window on the telephone base and the 📼 icon and **XX NEW MESSAGES** appear on the screen of each system handset. If the new message alert tone is turned on, the telephone base beeps every 10 seconds when there are new messages.

# Answering system overview

## Call screening

If **CALL SCREENING** is **ON** (see **Call screening setup** on page 20), the incoming messages on your telephone are played through the speaker on the telephone base while they are being recorded.

While call screening, to adjust the playback volume to a comfortable level (1-8):

• Press ▲▼**VOLUME** on the telephone base.

## Call intercept

While call screening, you can press ☎**PHONE/FLASH** or ◀**SPEAKER** on the handset to stop recording and speak to the caller.

## Temporarily turning off the message alert tone

Follow the step below to temporarily silence the message alert tone:

• When the telephone base is in idle mode, press any telephone base key (except ✆**HANDSET LOCATOR**).

The message alert tone is re-activated with the next incoming message.

ⓘ**NOTE:** When the telephone base is in idle mode, if you press ✖ **DELETE** to temporarily silences the message alert tone, there is a voice prompt to direct you to press ✖ **DELETE** again to delete all old messages (see **To delete all old messages** on page 50). If you are not going to delete all old messages, wait at least 5 seconds to allow the telephone base to return to idle mode.

48

# Message playback

## To listen to messages

If there are new messages, the system plays back only the new messages (oldest first). If there are no new messages, the system plays back all old messages (oldest first).

When playback begins, the total number of messages is announced. Before each message, you hear the day and time it was received. After the last message, you hear "*End of messages.*" If the system has less than five minutes of recording time left, you hear the remaining time.

ℹ️*NOTE:* If the date and time is not set when a message is recorded, the system announces, "*Time and date not set*" before the message is played. To set the date and time, see **Set date/time** on page 16.

## To listen to messages at the handset:

1. Press **MENU/SELECT** when in idle mode to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll to **>ANSWERING SYS**, then press **MENU/SELECT** twice to select **>PLAY MESSAGES**. **-OR-**

   To play back the new messages only, press **MENU/SELECT** to select **>PLAY NEW MSGS**.

   ```
   3-DELETE      5-STOP
   4-REPEAT      6-SKIP

   🔋◀))             ◖◗
   10:30ᴘᴍ        MSG #
                  1/16
   ```

3. The system announces the number of messages, then begins playback. The message sequence is shown on the handset's screen. Options during message playback:

   • Press ▲**DIR/VOLUME** to increase or press ▼**CID/VOLUME** to decrease the message playback volume.

   • Press ◀))**SPEAKER** to switch between speakerphone and handset earpiece.

   • Press **4** to repeat the message. Press twice to hear the previous message.

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

   • Press **3** to delete the message.

   • Press **5** to stop the playback.

ℹ️*NOTE:* If there is no message in the answering system, the screen shows **NO MESSAGES** when in step 2 above.

# Message playback

**To listen to messages at the telephone base:**

1. Press ▶/■ **PLAY/STOP** on the telephone base to listen to the messages.

2. The system announces the number of messages, then begins playback. The message sequence is shown on the message window. Options during message playback:

   • Press ▲▼**VOLUME** to adjust the message playback volume (1-8).

   • Press ◄◄ **REPEAT** to repeat the message. Press twice to hear the previous message.

   • Press ►► **SKIP** to skip to the next message.

   • Press ✕ **DELETE** to delete the message.

   • Press ▶/■ **PLAY/STOP** to stop the playback.
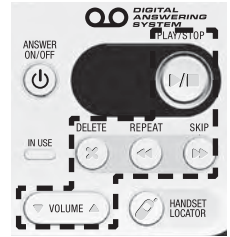
**❂NOTE:** If there is no message in the answering system, when in step 2 above, the system announces, "*You have no messages.*"

**To delete all old messages**

Use this feature to delete all old messages. Once deleted, you cannot retrieve the deleted messages. New (unheard) messages cannot be deleted until you have listened to them.

**To delete all old messages at the handset:**

1. Press **MENU/SELECT** when in idle mode to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll to **>ANSWERING SYS**, then press **MENU/SELECT**.

3. Press ▲**DIR** or ▼**CID** to scroll to select **>DELETE ALL OLD**.

4. Press **MENU/SELECT**. The screen shows **DELETE ALL OLD MSGS?**

5. Press **MENU/SELECT** to confirm. The screen shows **ALL OLD MSGS DELETED!** and a confirmation tone sounds.
   **-OR-**
   Press ☎**OFF/CLEAR** to exit and leave all old messages intact.
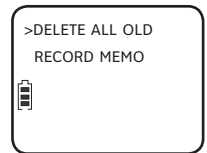
**To delete all old messages at the telephone base:**

1. Press ✕ **DELETE** on the telephone base. The system announces, "*To delete all old messages, press DELETE again.*"

2. Press ✕ **DELETE** within five seconds. The system announces, "*All old messages deleted.*"

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# Recording and playing memo

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 using the same telephone.

**To record a memo**

Use the following steps to record a memo.

1. Press **MENU/SELECT** when in idle mode to enter the main menu.

2. Press ▲**DIR** or ▼**CID** to scroll to **>ANSWERING SYS**, then press **MENU/SELECT**.

```
RECORD MEMO...
5-STOP
📶◀))
```

3. Press ▲**DIR** or ▼**CID** to scroll to **>RECORD MEMO**.

4. Press **MENU/SELECT**. The system announces, "*Record after the tone. Press 5 when you are done.*"

5. Speak towards the microphone on the handset after a long beep. You can record a memo up to four minutes. Memos shorter than two seconds are not recorded.

6. Press **5** to stop recording. The system announces, "*Recorded*" to confirm the recording has finished.
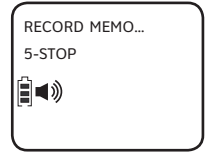
🛈*NOTE:* If the answering system memory is full, when you press **MENU/SELECT** in step 4, the answering system announces, "*Memory is full.*"

**To play back memos**

Memos are stored as messages. See **Message playback** on page 49 for instructions on playback and deletion.

# Message window displays

The message window displays the total number of messages. See the table below for other message window displays.

| | |
|---|---|
| **0** | No messages. |
| **0-99** (flashing) | • Total number of messages and memos. The number flashes when there are new (unreviewed) messages.<br>• After a power failure, the number in the message window flashes to indicate the clock needs to be set. |
| **1-99** | • Total number of messages and memos.<br>• Current message number during old message playback. |
| **1-99** (flashing) | • Total number of messages and memos. The number flashes when there are new (unreviewed) messages.<br>• Current message number during new message playback. |
| **1-99** and **F** (alternating) | Memory is full. Messages must be deleted before new messages can be recorded. |
| **--** | • A system handset is on a call.<br>• The answering system is being programmed by a system handset.<br>• The answering system is answering a call or recording a memo or announcement.<br>• The answering system is being accessed remotely. |
| **0-6** | Telephone base ringer volume while adjusting. |
| **1-8** | Speaker volume level of the telephone base while adjusting. |

# Remote access

Use the remote access feature to access the answering system remotely by dialing your home telephone number from any touch-tone telephone.

**To remotely access the answering system**

1. Dial your telephone number from any touch-tone telephone.

2. When the answering system answers, enter the two-digit remote access code (19, unless you have changed it; refer to **Remote access code** on page 21). The answering system automatically announces the number of messages (new and/or old) if there are any.

3. If there are new messages, the answering system automatically begins to play them.
   **-OR-**
   If there are no new messages, the answering system automatically plays a list of remote commands (help menu).

4. You can also enter the remote commands:

| | |
|---|---|
| Play back all messages **1** | Press to listen to all messages. If there are new messages, the system plays back only the new messages (oldest first). If there are no new messages, the system plays back all old messages (oldest first). |
| Play back new messages **2** | Press to listen to new messages only. |
| Delete a message **3** | Press during a message playback to delete the current message. |
| Delete all old messages **33** | Press to delete all old messages. |
| Replay current message **4** | Press during a message playback to repeat the current message. |
| Replay previous message **4 4** | Press to listen to the previous message. |
| Stop **5** | Press to stop playback and recording. |
| Play back help menu **\* 5** | Press to listen to a list of remote commands. |
| Skip to next message **6** | Press during playback to skip the current message and advance to the next message. |
| Record a announcement **\* 7** | Press to record a new announcement. |
| Turn system on or off **0** | Press to turn the answering system on or off. |
| Exit **8** or hang up | Press to end remote access (the call is terminated). |

# Remote access

5. Hang up to end the call and save all undeleted messages.

## 🛈*NOTES:*

- If you do not enter a valid remote access code, the system answers the call automatically.

- If you pause for more than four seconds during remote access, you hear a help menu listing all features and commands. If there is no command for another 20 seconds, the call ends automatically.

- If the memory is full, the answering system answers after 10 rings and announces, "*Memory is full. Enter the remote access code.*" Enter your remote access code to access the messages and announcements.

- When the answering system is turned off, the telephone answers after 10 rings, and announces, "*Please enter your remote access code.*"

- There is a wallet card listing the remote commands at the back of this user's manual. Cut it out and keep it in your wallet for quick reference.

# Display screen messages

| | |
|---|---|
| **ALREADY SAVED** | The telephone number you have entered is already stored in the directory. |
| **CALL LOG EMPTY** | You are accessing an empty caller ID history. |
| **CALL TRANSFERED** | An outside call from one handset is transferred to another handset. |
| **CALLING OTHER HANDSET** (For EL52200 only) **CALLING HANDSET X** (For EL52300 or EL52400) | • The handset is calling the other (another) handset (for intercom calls). <br> • The handset is going to transfer an outside call to the other (another) handset. |
| **CHARGING** | A handset with a low battery has been placed in the telephone base or charger. |
| **CONNECTING...** | The handset has lost communication with the telephone base. |
| **DIRECTORY EMPTY** | There are no directory entries. |
| **ENDED** | You have just ended a call. |
| **OTHER HANDSET IS CALLING** (For EL52200 only) **HANDSET X IS CALLING** (For EL52300 or EL52400) | The other (another) handset is calling. |
| **INCOMING CALL** | There is a call coming in. |
| **INTERCOM** | The handset is on an intercom call. |
| **INTERCOM ENDED** | The intercom call has just ended. |
| **INTERCOM TO:** (For EL52300 or EL52400) | You have started the intercom process, and need to enter the number of the handset you wish to call. |
| **LINE IN USE** | An extension telephone on the same line or one of the handsets is in use. |
| **LIST FULL** | The directory is full. You cannot save any new entries unless you delete some current entries. |
| **LOW BATTERY** | The battery needs to be charged. |
| **MICROPHONE ON** | Mute is off so the other party can hear your voice. |
| **MUTED** | The microphone is off. |
| **NEW VOICEMAIL** | There are new voicemail messages. |
| **NO LINE** | There is no telephone line connected. |

# Display screen messages

| | |
|---|---|
| **NO MESSAGES** | No messages in the answering system. |
| **NO SIGNAL, CALL ENDED** | The handset is out of range while on a call. |
| **NOT AVAILABLE AT THIS TIME** | Someone else is already using the directory, caller ID history or answering system. |
| **OUTSIDE CALL** | You have connected to the external call during call transfer. |
| ✸✸ **PAGING** ✸✸ | The telephone base is paging all handsets. |
| **PHONE** | The handset is in use. |
| **PLACE IN CHARGER** | The battery is very low. The handset should be placed in the telephone base or charger. |
| **REC MEM FULL** | The answering system memory is full. |
| **RINGER MUTE** | The ringer is muted temporarily during an incoming call. |
| **SAVED** | The entry is now in the directory. |
| **SPEAKER** | The handset speakerphone is in use. |
| **TRANSFER TO:** (For EL52300 or EL52400) | You have started transferring a call, and need to enter the desired handset number. |
| **UNABLE TO CALL TRY AGAIN** | Failed intercom or three-way conversation (there are already two handsets being used). |
| **UNABLE TO SAVE** | When save a caller ID history entry in the directory, neither name nor number is provided. |
| **XX MISSED CALLS** | There are new calls in the caller ID history. |
| **XX NEW MESSAGES** | There are new messages in the answering system. |

# Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For customer service, or to purchase accessories or replacement parts, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**. The serial number, found on the bottom of your telephone base, is available when contacting customer service. Please retain your sales receipt as your proof of purchase.

**My telephone doesn't work at all.**
- Make sure the power cord is securely plugged in.
- Make sure that the battery connector is securely plugged into the cordless handset.
- Make sure the telephone line cord is securely and firmly plugged into the telephone base and the telephone wall jack.
- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- If the battery is depleted, it may take approximately ten minutes to charge the handset before it shows **HANDSET X**, refer to **Battery charging** on page 9 for details.
- Reset the telephone base. Unplug the electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- You may need to purchase a new battery. Please refer to **Battery installation** on page 8.

**I cannot get a dial tone.**
- First try all the suggestions above.
- Move the cordless handset closer to the telephone base. You might have moved out of range.
- If the previous suggestions don't 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 telephone 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 in the item **I cannot get a dial tone** on this page.
- Make sure you have a dial tone before dialing. The cordless handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.

# Troubleshooting

- Check that all the telephones connected to the same telephone line are hung up.
- Make sure to set the dial mode to the correct setting (pulse dialing or tone dialing) for the service in your area (see **Dial mode** on page 17).
- Eliminate any background noise. Noise from a television, radio or other appliances may cause the telephone to not dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dialing from another room in your home with less background noise.
- If the other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

**My cordless handset isn't performing normally.**

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

**CONNECTING... appears on my cordless handset.**

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

# Troubleshooting

**The batteries do not hold a charge.**

- If the cordless handset is in the telephone base or charger and the charge light does not come on, refer to the item **The charge light is off** on this page.
- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- If the battery is depleted, it may take approximately ten minutes to charge the handset before it shows **HANDSET X**, refer to **Battery charging** on page 9 for details.
- You may need to purchase a new battery. Please refer to **Battery installation** on page 8.

**The charge light is off.**

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

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

- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Telephone base and charger installation** on page 6). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your cordless telephone by installing your new telephone base as far as possible from any other existing cordless telephone system that may already be installed.
- Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away from the following electronic devices as possible: television sets, VCRs, or other cordless telephones.
- Do not install this telephone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone to a higher location. The telephone will likely have better reception when installed in a high area.

# Troubleshooting

- If the other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

**I experience poor sound quality when using the speakerphone.**

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

**I hear other calls while using my telephone.**

- Disconnect the telephone base from the telephone jack, and plug in a different telephone. If you still hear other calls, the problem is probably in your wiring or telephone service. Call your telephone service provider (charges may apply).

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

- Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from electronic devices such as wireless routers, or other cordless telephones.
- Move the handset closer to the base. The operating range may vary with environmental conditions and time of use. There may be places within your environment that a cordless telephone will not work well. If the problem only occurs in certain areas of your environment, you can conclude that there is nothing wrong with the telephone.
- Do not install this telephone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If your telephone is plugged in with a modem or surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone base to a higher location. The telephone will have better reception when installed in a high area.

# Troubleshooting

- If the other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Telephone base and charger installation** on page 6). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

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

- Make sure that the ringer is not turned off. Refer to **Ringer volume** on page 14.

- Make sure the telephone line cord is plugged securely into the telephone base and the telephone jack. Make sure the power cord is securely plugged in.

- The cordless handset may be too far from the telephone base.

- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.

- You may have too many extension telephones on your telephone line to allow all of them to ring simultaneously. Try unplugging one telephone at a time until the telephone start ringing.

- The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably on an upper floor.

- If the other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

- Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is the telephone wall jack. Contact your telephone service provider (charges may apply).

- Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from electronic devices such as wireless routers, or other cordless telephones.

- Re-install the battery, and place the cordless handset in the telephone base. Wait for the cordless handset to re-establish its connection with the telephone base. Allow up to one minute for this to take place.

- Your telephone line cord might be malfunctioning. Try installing a new telephone line cord.

# Troubleshooting

**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.

- Your 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.

- Make sure the home area code is set correctly in the telephone (see **Home area code** on page 17).

- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line and the telephone wall jack (see **Telephone base and charger installation** on page 6). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

**My telephone does not receive caller ID when on a call.**

- Make sure you subscribe to caller ID with call waiting features provided by your telephone service provider. Caller ID features work only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

**A ✉ icon shows on the display and I don't know why.**

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

**I cannot retrieve voicemail messages.**

- Your telephone has both a built-in answering system and voicemail indication. They are independent features and each alerts you to new messages differently (see **Answering system and voicemail** on page 46). If you subscribe to voicemail service from your telephone service provider (charges may apply), contact your telephone service provider for more information on how to access your voicemail.

**Incomplete messages.**

- If a caller leaves a very long message, part of it may be lost when the answering system disconnects the call after four minutes.

- If the caller pauses for longer than seven seconds, the answering system stops recording and disconnects the call.

# Troubleshooting

- If the answering system's memory becomes full during a message, the answering system stops recording and disconnects the call.
- If the caller's voice is very soft, the answering system may stop recording and disconnects the call.

**Difficulty hearing messages.**

- Press ▲▼**VOLUME** to adjust the speaker volume on the telephone base.
- Press ▲**DIR**/**VOLUME** to increase the message playback volume on a handset.

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

- Make sure the answering system is on. When the answering system is on, **ANS ON** should show on the handset and the ⏻ **ANSWER ON/OFF** light is lit on the telephone base (see **Answering mode** on page 18).
- If toll saver is selected, the number of rings changes to two when there are new messages (see **Number of rings** on page 20).
- If the memory is full or the answering system is off, the answering system answers after 10 rings.
- In some cases, the answering system is affected by the ringing system used by the telephone service provider.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (see **Answering system and voicemail** on page 46). 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.

**The answering system announces "*Time and date not set.*"**

- You need to reset the date and time (see **Set date/time** on page 16).

**The answering system does not respond to remote commands.**

- Make sure to enter your remote access code correctly (see **Remote access** on page 53).
- 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.

# Troubleshooting

**The answering system does not record messages.**

• Make sure the answering system is on (see **Answering mode** on page 18).

• Make sure the memory of the answering system is not full. When the answering machine memory is full, it does not record new messages until some old messages are deleted.

• If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (see **Answering system and voicemail** on page 46). 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.

**Outgoing announcement is not clear.**

• When you record your announcement, make sure you speak in a normal tone of voice, towards the microphone on the handset.

• Make sure there is no background noise (TV, music, etc.) while recording.

**Common cure for electronic equipment:**

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

1. Disconnect the power to the telephone base.

2. Disconnect the cordless handset battery, and spare battery, if applicable.

3. Wait a few minutes.

4. Connect power to the telephone base.

5. Re-install the battery, and place the cordless handset into the telephone base.

6. Wait for the cordless handset to re-establish its connection with the telephone base. Allow up to one minute for this to take place.

# Maintenance

**Taking care of your telephone**

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

**Avoid water**

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

**Electrical storms**

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

**Cleaning your telephone**

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

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

# Important safety information

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

**Safety information**

- **Read and understand all instructions in the user's manual. Observe all markings on the product.**

- **Avoid using a telephone during a thunderstorm.** There might be a slight chance of electric shock from lightning.

- **Do not use a telephone in the vicinity of a gas leak.** If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking. If this product is a cordless model, make sure the base is also away from the area.

- **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.

- **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.

- **If this product does not operate normally, read Troubleshooting on page 57 in this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to **Limited warranty** on page 70. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.

- **Replace batteries only as described in Battery installation and charging on page 8 in your user's manual**. Do not burn or puncture batteries — they contain caustic chemicals.

- **The power adapters are intended to be correctly oriented in a vertical or floor mount position.** The prongs are not designed to hold the plug in place if they are plugged into a ceiling or an under-the-table/cabinet outlet.

⚠ **CAUTION**: Use only the power adapters provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com**, or call **1 (800) 222–3111**. In Canada, dial **1 (866) 288-4268**.

**Especially about cordless telephones**

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the handset by radio waves, so there is a possibility that your cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. **For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.**

- **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet which is not controlled by a wall switch. **Calls cannot be made from the handset if the telephone base is unplugged, switched off or if the electrical power is interrupted**.

# Important safety information

- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to TVs and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.

- **Rechargeable batteries:** This product contains nickel-metal hydride rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit with conductive material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.

- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

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

## 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

# 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 your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone service provider or a qualified installer.

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

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

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

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

• Remain on the line and briefly explain the reason for the call before hanging up.

• Perform such activities in off-peak hours, such as early morning or late evening.

**Industry Canada**

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

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 Industry Canada technical specifications.

# 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 20cm (8 inches) or more.

This Class B digital apparatus complies with Canadian ICES-003.

# Limited warranty

The AT&T brand is used under license - any repair, replacement or warranty service, and all questions about this product should be directed to: In the United States of America, call

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

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

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

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

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

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

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

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

    This limited warranty does not cover:

    *   PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or

    *   PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or

    *   PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or

    *   PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or

    *   PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or

    *   PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or

    *   PRODUCT returned without a valid proof of purchase (see item 6 below); or

    *   Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

# Limited warranty

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

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

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

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

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

    You must:

    a.  Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and

    b.  Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and

    c.  Provide your name, complete and correct mailing address, and telephone number.

7.  **Other limitations**

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

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

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

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

# Technical specifications

| | |
|---|---|
| RF frequency band | 1921.536MHz — 1928.448MHz |
| Channels | 5 |
| Operating temperature | 32°F — 122°F<br>0°C — 50°C |
| Telephone base voltage<br>(AC voltage, 60Hz) | 96 — 130Vrms |
| Telephone base voltage<br>(DC adapter output) | DC6V @400mA |
| Handset voltage | DC2.4 — 3.2V |
| Battery | 2.4V 400mAh Ni-MH |
| Charger voltage<br>(AC adapter output) | AC6V @300mA |
| Operating time* | Talk time (handset): up to seven hours |
| | Talk time (speakerphone): up to five hours |
| | Standby: up to five days |

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

**DECT 6.0 digital technology**

The AT&T DECT 6.0 products offer unsurpassed range performance and sound clarity. This is achieved through a unique antenna design and advances in noise-filtering technology. An independent laboratory has confirmed that AT&T DECT 6.0 products perform up to 45% better in range competitions. 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 only a certain distance — which can vary with the locations of the telephone base and handset, the weather, and the construction of your home or office.

**Extended range and clarity**

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

# Index

# Index

# Remote access wallet card

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

Cut along dotted line.

(at&t) Call your telephone number, then enter your two-digit remote access code (preset to **19**).

| Action | Remote command |
|---|---|
| Play all messages | **1** |
| Play new messages | **2** |
| Delete the message | **3** (during message playback) |
| Delete all old messages | **33** |
| Repeat or go back | **4** |

Fold here.

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

**EL52200/EL52300/EL52400 DECT 6.0 cordless telephone/ answering system with caller ID/call waiting**

**at&t**

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