



at&t

User's manual

TL96273/TL96373/TL96473/
TL96323

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



Congratulations

on purchasing your new AT&T product. Before using this AT&T product, please read Important safety information on pages 111-117 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**.

This telephone system is compatible with certain AT&T DECT 6.0 cordless headsets. Visit **www.telephones.att.com/headsets** for a list of compatible cordless headsets.

Model number: TL96273 (two handsets)
 TL96373 (three handsets)
 TL96473 (four handsets)
 TL96323 (three handsets)

Type: DECT 6.0 cordless telephone/answering system
 with Bluetooth wireless technology

Serial number: _____

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.



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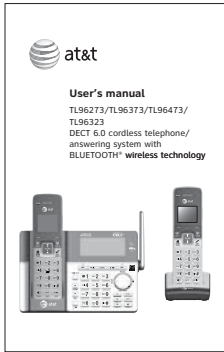
The ENERGY STAR® program (www.energystar.gov) recognizes and encourages the use of products that save energy and help protect our environment. We are proud to mark this product with the ENERGY STAR® label indicating it meets the latest energy efficiency guidelines.

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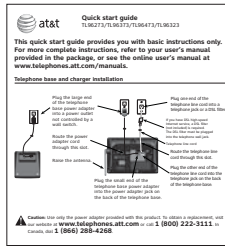
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Parts checklist

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



User's manual



Quick start guide



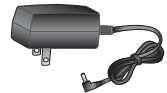
Cordless handsets
(2 for TL96273)
(3 for TL96373)
(4 for TL96473)
(3 for TL96323)



Telephone base with wall mount bracket attached



Telephone line cord



Power adapter for telephone base



Batteries for cordless handsets
(2 for TL96273)
(3 for TL96373)
(4 for TL96473)
(3 for TL96323)



Battery compartment covers
(2 for TL96273)
(3 for TL96373)
(4 for TL96473)
(3 for TL96323)



Charger for cordless handset with power adapter installed
(1 for TL96273)
(2 for TL96373)
(3 for TL96473)
(2 for TL96323)

User's manual

TL96273/TL96373/TL96473/
TL96323

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



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Quick reference guide - telephone base

REDIAL/PAUSE

Press repeatedly to view the last 10 numbers dialed (page 59).

While entering numbers, press and hold to insert a dialing pause (page 83).



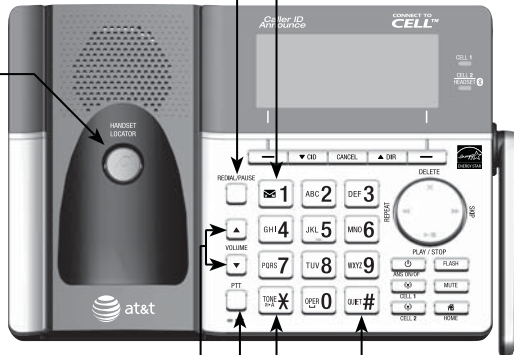
While reviewing a caller ID history entry, press repeatedly to add or remove **1** in front of the telephone number before dialing or saving it in a directory (page 101).

Press and hold to set (page 14) or to dial your voicemail number (page 28).

/HANDSET LOCATOR

Press the button to page all system handsets (page 63).

Press and hold to begin handset deregistration (page 130).



▼ VOLUME ▲

Press to adjust the volume during message playback (page 117).

Press to adjust the volume during a call (page 52).

When the phone is not in use, press to adjust the telephone base ringer volume for all lines (page 31).

QUIET # (pound key)

Press repeatedly to display other dialing options when reviewing a caller ID log entry (page 39). Press and hold to enter the QUIET mode setting screen, or to deactivate QUIET mode (page 18).

PTT

Press to display the PTT menu to begin a PTT call.

Press and hold to begin a one-to-group broadcast when the handset is not in use.

TONE ✕

Press to switch to tone dialing temporarily during a call if you have pulse service (page 53).

Quick reference guide - telephone base

CANCEL

While in a menu, press to exit without making changes or press and hold to return to idle mode.

Press and hold while the telephone is not in use to erase the displayed messages (**XX Missed calls** and **Download fail**, page 25 and page 27).

▼CID

Press to scroll down while in a menu.

Press to review the caller ID log when the telephone is not in use (page 78).

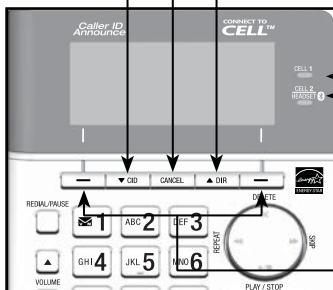
While entering names or numbers, press to move the cursor to the left.

▲DIR

Press to scroll up while in a menu.

Press to show directory entries when the telephone is not in use (page 68).

While entering names or numbers, press to move the cursor to the right.



CELL 1/CELL 2 lights

On when the telephone base is paired and connected with a Bluetooth device.

Flash alternately while pairing a Bluetooth device.

Softkeys (2)

Press to select the menu item displayed above the key.

CELL 1

Press to make or answer a cell call (page 34).

During a cell call, press to answer an incoming call when you hear a call waiting alert (page 35).

Flashes quickly when there is an incoming cell call.

Flashes slowly when a cell call is on hold.

CELL 2

Press to transfer a call from the telephone base to a connected Bluetooth headset (page 33).

Press to use a connected Bluetooth headset (page 33).

Press to end a call while you are using the Bluetooth headset (page 33).

FLASH

During a call, press to answer an incoming call when you receive a call waiting alert (page 33).

MUTE

During a call, press to mute the microphone (page 40).

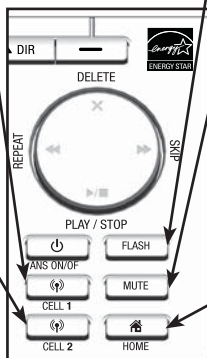
While the telephone base is ringing, press to silence the ringer temporarily (page 39).

HOME (Speakerphone)

Press to make or answer a home call (page 32).

Flashes quickly when there is an incoming home call.

Flashes slowly when a home call is on hold.



Quick reference guide - telephone base and handset

DELETE/X

Press to delete the message currently playing (page 95).

When the phone is not in use, press twice to delete all previously reviewed messages (page 97).

While entering names or numbers, press to delete a digit or a character.

While reviewing the redial list, directory or caller ID history, press to delete an individual entry (pages 50, 73 and 82).

While predialing, press to delete a digit (page 32).

◀/REPEAT

Press to repeat a message or press twice to play the previous message (page 95).

⏻/ANS ON

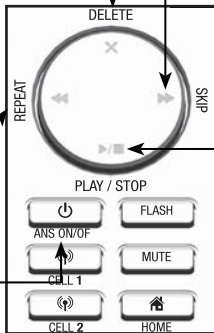
Press to turn the answering system on or off (page 84).

▶/SKIP

During message playback, press to skip to the next message (page 95).

▶/■/PLAY/STOP

Press to play messages (page 95).
Press to stop message playback (page 95).



PUSH TO TALK

Press to display the PTT menu to begin a PTT call (page 52).

Press and hold to begin a one-to-group broadcast when the handset is not in use. (page 55)

Quick reference guide - handset

CHARGE light

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

Softkeys (2)

Press to select the menu item displayed above the key.

While in a menu, press to select an item or save an entry or setting.

CELL 1 / **CELL 2**

Press to make or answer a cell call (page 34).

During a cell call, press to answer an incoming call when you hear a call waiting alert (page 35).

Flashes quickly when there is an incoming cell call.

Flashes slowly when a cell call is on hold.

HOME/FLASH

Press to make or answer a home call (page 32).

During a home call, press to answer an incoming call when you hear a call waiting alert (page 33).

Flashes quickly when there is an incoming home call or when the answering system is recording a call.

Flashes slowly when a home call is on hold.

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 a directory (page 79).

Press and hold to set (page 9) or to dial your voicemail number (page 28).

TONE *

Press to switch to tone dialing temporarily during a call if you have pulse service (page 43).

While entering names in the directory, press to toggle between upper and lower case of the letters (page 80).

SPEAKER

Press to make or answer a home or cell call using the speakerphone.

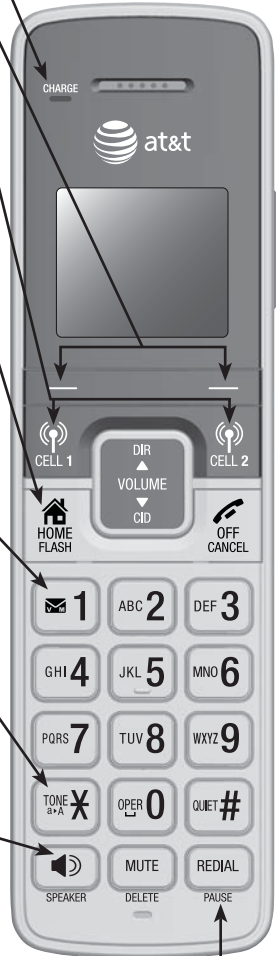
Press to turn on the handset speakerphone.

Press again to resume normal handset use (page 39).

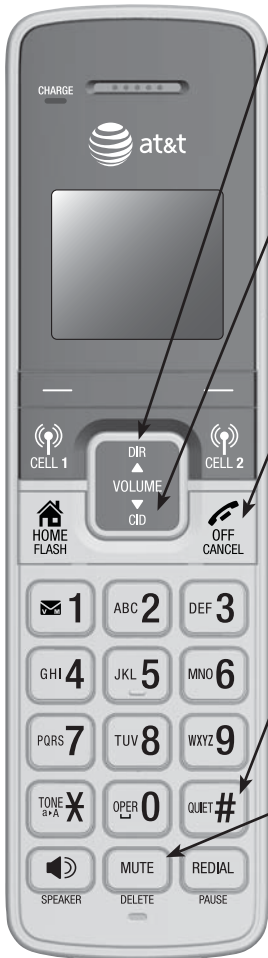
REDIAL/PAUSE

Press repeatedly to view the last 10 numbers dialed (page 44).

While entering numbers, press and hold to insert a dialing pause (page 63).



Quick reference guide - handset



DIR▲/VOLUME

Press to scroll up while in menus.

During a call or message playback, press to increase the listening volume (page 39 and page 96).

Press to show directory entries when the telephone is not in use (page 68).

While entering names or numbers in the directory, press to move the cursor to the left (page 63).

CID▼/VOLUME

Press to scroll down while in menus.

During a call or message playback, press to decrease the listening volume (page 39 and page 96).

Press to show the caller ID history when the telephone is not in use (page 77).

While entering names or numbers in the directory, press to move the cursor to the right (page 63).

OFF/CANCEL

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

Press and hold to return to idle mode.

During a call, press to hang up (page 32).

Press and hold while the telephone is not in use to erase all the **Missed calls** (page 25) or **Download fail** messages (page 27).

While the handset is ringing, press to silence the ringer temporarily (page 39).

QUIET # (pound key)

Press repeatedly to display other dialing options when reviewing a caller ID history entry (page 79).

Press and hold to enter the QUIET mode setting screen, or to deactivate QUIET mode (page 11).

Press to toggle the name order when saving a caller ID log entry into directory (page 80).

MUTE/DELETE

During a call, press to mute the microphone (page 40).

While predialing, press to delete digits (page 32).

While reviewing the redial list, directory or caller ID history, press to delete an individual entry (pages 50, 73 and 82).

While entering or editing a directory entry, press to erase a digit or character.

While the handset is ringing, press to silence the ringer temporarily (page 39).

During message or announcement playback, press to delete a message or announcement (page 96 or page 87).

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

STOP!

See pages 7-8 for easy instructions.

Install the telephone base close to a telephone jack and a power 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.

You may hear interference if your cellular phone is too close to the telephone base during a **CELLULAR** call. Make sure that your Bluetooth enabled cellular phone is within 15 feet of the telephone base in order to maintain a clear and consistent connection between your Bluetooth cell phone, telephone base and cell tower.

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 7). 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 washing machine or work bench.

Getting started

Telephone base installation

Install the telephone base and charger as shown below.

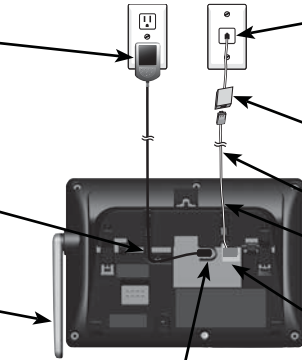
The telephone base is ready for tabletop use. If you want to change to wall mounting, see **Installation options** on page 9 for details.

Telephone base installation

Plug the large end of the telephone base power adapter into a power outlet not controlled by a wall switch.

Route the power adapter cord through this slot.

Raise the antenna.



Plug the small end of the telephone base power adapter into the power adapter jack on the back of the telephone base.

Plug one end of the telephone line cord into a telephone jack or a DSL filter.

If you have DSL high-speed Internet service, a DSL filter (not included) is required. The DSL filter must be plugged into the telephone wall jack.

Telephone line cord

Route the telephone line cord through this slot.

Plug the other end of the telephone line cord into the telephone jack on the back of the telephone base.

Charger installation



Plug the power adapter into an electrical outlet not controlled by a wall switch.





IMPORTANT INFORMATION:

1. Use only the power adapter(s) 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**. For more detailed instructions, refer to the online Complete user's manual at **www.telephones.att.com/manuals**.
2. 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

Once you have installed the battery, the screen indicates the battery status (see table below). For best performance, keep the handset in the telephone base or charger when not in use. The battery is fully charged after 11 hours of continuous charging. See the table in the Technical specifications section on page 122 for battery operating times.

Battery indicators	Battery status	Action
The screen is blank or shows Place in charger and  flashes.	The battery has no or very little charge. The handset cannot be used.	Charge without interruption (at least 30 minutes).
The screen shows Low battery and  flashes.	Battery has enough charge to be used for a short time.	Charge without interruption (at least 30 minutes).
The screen shows HANDESET X .	Battery is charged.	To keep the battery charged, place it in the telephone base or charger when not in use.



Step 1

Plug the battery connector securely into the socket inside the handset battery compartment, matching the color-coded label. Insert the supplied battery with the label **THIS SIDE UP** facing up as indicated.



Step 2

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

Step 3

Charge the handset by placing it face forward in the telephone base or charger. The **CHARGE** light on the top of the handset is on during charging.

IMPORTANT INFORMATION:

- Use only the supplied rechargeable battery or replacement battery (model BT166342). To order, visit our website at www.telephones.att.com or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**. For more detailed instructions, refer to the online Complete user's manual at www.telephones.att.com/manuals.
- If you do not use the handset for a long time, disconnect and remove the battery to prevent possible leakage.

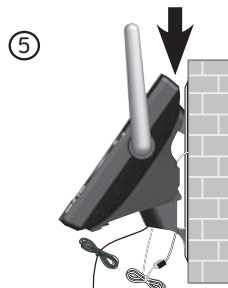
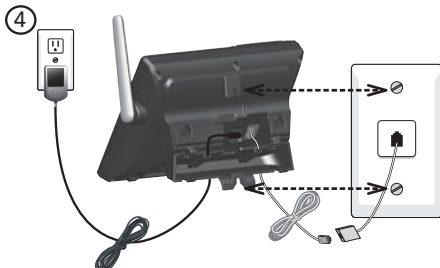
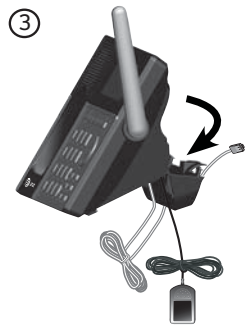
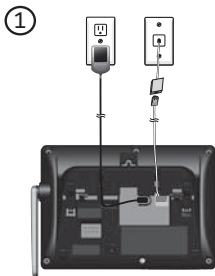


Installation options

Your telephone base is ready for tabletop use. If you want to mount your telephone on a wall, follow the steps below to connect the telephone base with a standard dual-stud telephone wall mounting plate. You may need a professional to install the wall mounting plate.

Tabletop to wall mount installation

1. Unplug the power adapter from the power outlet. Unplug the telephone line cord from the wall jack (or DSL filter).
2. Press down on the tabs of the wall mount bracket as indicated to release it from tabletop orientation.
3. Rotate the wall mount bracket down and push it into the telephone base until it clicks into place.
4. Plug the telephone line cord (or DSL filter) into the wall jack. Plug the power adapter into a power outlet not controlled by a wall switch. Align the slots on the back of the telephone base with the studs of the wall mounting plate.
5. Slide the telephone base down until it locks securely. Bundle the telephone line cord and power adapter cord neatly with twist ties.

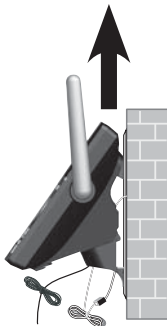


Installation options

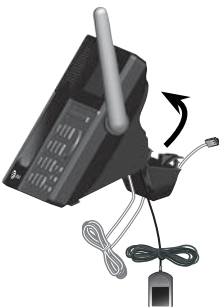
Wall mount to tabletop installation

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

1. If the telephone line cord and power adapter cord are bundled, untie them first.
2. Push the telephone base up to remove it from wall. Unplug the telephone line cord (or DSL filter) from the wall. Unplug the power adapter from the power outlet.



3. Gently pull upward to release the wall mount bracket. Rotate the wall mount bracket up to tabletop position and push it into the telephone base until it clicks into place.



4. See **Telephone base installation** on page 7.

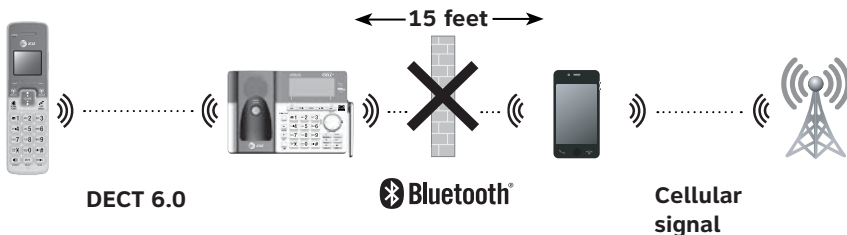
Introducing Bluetooth

Your new AT&T **TL96273/TL96373/TL96473/TL96323** telephone system with Bluetooth wireless technology has the following features:

- Pair up to 4 Bluetooth enabled devices (cell phones or headsets) with the telephone base.
- Connect a maximum of 2 cell phones to make and receive cell calls. Both cell phones can be active on a call at a time respectively.
- Connect a Bluetooth enabled headset for making and receiving home calls.
- Conference any combination of cell and home call.
- Make and receive calls using your cell phone service with your telephone base or system handsets.

IMPORTANT INFORMATION

- After plugging in the telephone base, wait at least 20 seconds before connecting a Bluetooth device. The screen shows **Bluetooth system busy** if you try to connect too soon.
- Refer to the user's manual of your Bluetooth enabled cell phone or headset for more information about how that device uses Bluetooth connectivity.
- Bluetooth wireless technology operates within a short range (up to 30 feet) from the telephone base. Keep connected cell phones and headsets within this range.
- If your cell phone has poor reception in your home, the **TL96273/TL96373/TL96473/TL96323** cannot improve the reception. However, if there is a location in your house with better reception, you can leave your cell phone at that location while you use the **TL96273/TL96373/TL96473/TL96323** cell line. For optimal performance, the cell phone must be within 15 feet of the telephone base.
- If you experience poor sound quality, it may be caused by the distance between your cell phone and the telephone base. To improve the performance, place your cell phone closer to the telephone base (within 15 feet) and make sure that there are no physical obstacles such as large furniture or thick wall in between.



Introducing Bluetooth

- Charge your cell phone while it is connected to the telephone base. Your cell phone's battery discharges faster while it is connected to the telephone base via Bluetooth wireless technology.
- Monitor your cell phone's usage because minutes may be deducted from your cellular plan for the duration of all cell calls, depending on the terms of your plan.

Refer to the **Bluetooth setup** section (pages 14-20) to learn how to set up your Bluetooth device. Refer to the **Telephone operation** section (pages 32-45) on how to operate your Bluetooth devices with your new AT&T **TL96273/TL96373/TL96473/TL96323** telephone system with Bluetooth wireless technology. Refer to the **Troubleshooting** section (pages 102-114) if you experience difficulty when using the telephone system.

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Glossary of terms

Below are some terms used in this user's manual to help you become familiar with using your Bluetooth devices and your new AT&T telephone system.

Active devices - the **Device list** has two active slots for two cell phones, or one cell phone and one headset. When a device in the list is active it will have a **D1:** or **D2:** in front of the device name. In order to use a Bluetooth device on a call, it must be in an active slot and be connected.

Bluetooth cell phone - refers to a mobile Bluetooth enabled cellular telephone.

CELLULAR line - the telephone line associated with your cell phone service. On your **TL96273/TL96373/TL96473/TL96323**, press **☎CELLULAR** on the handset or **CELLULAR☎** on the base to use the cell line.

Connected - when you pair a Bluetooth device to the **TL96273/TL96373/TL96473/TL96323** it is placed in an active slot and automatically connected. When a device is connected, a **1** and/or **2** will display after **☎** on the handset screen and the **CELL 1** and/or **CELL 2** light on the telephone base will be on. If a device loses its connection to the telephone base, it must be reconnected before you can use the device with the **TL96271**.

Device list - The list of devices connected to the telephone.

Disconnected - when a device is disconnected, **1** and/or **2** displays after **☎** on the handset screen and the **CELL 1** and/or **CELL 2** light on the telephone base is off.

Discoverable mode - before a Bluetooth enabled device can be paired, it must be set to this mode. When pairing your cell phone, the telephone base is set to this mode. Depending on the cell phone manufacturer, this mode is sometimes referred to as **Find Me** or **Visibility**.

Paired devices - The Bluetooth enabled devices (cell phones or headsets) that have shared registration information with the telephone base. A total of four Bluetooth enabled devices can be paired to the telephone base. However, only two paired devices can communicate with the base at a time.

Pairing - sometimes referred to as **bonding**. The process of sharing registration information between two Bluetooth enabled devices. Your Bluetooth enabled cell phone or headset must first be paired to the telephone base in order to use it with this telephone system.

PIN - by default, the PIN is **0000** for the telephone base and for most Bluetooth devices. PIN information may be exchanged between Bluetooth devices before they can be used. This is also known as a **Passkey** or **Passcode**.

Bluetooth setup

To use a Bluetooth enabled cellular phone with your telephone, you must first pair and connect your Bluetooth cellular phone with the telephone base. The **TL96273/TL96373/TL96473/TL96323** can then be used to make or answer calls on the cell phone line.

Bluetooth wireless technology operates within a short range (up to 30 feet). When you pair a Bluetooth cell phone or Bluetooth headset to the telephone base, keep the device within 15 feet of the telephone base for optimal performance.

Add a cell phone

Before you begin, make sure that you have cellular coverage and your Bluetooth enabled cell phone is not connected to any other Bluetooth device. Refer to your cell phone user's manual to learn how to search for or add new Bluetooth devices.

To pair and connect a cell phone:

1. Press **MENU** on the telephone base in idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to highlight **Bluetooth**, then press **SELECT**.
3. Press **SELECT** to choose **Add device**.
4. Press **▼CID** or **▲DIR** to highlight **Add cellular**, then press **SELECT**. The screen displays **Please wait...** followed by **1. If cell is connected to BT device, please disconnect it.**
 - If there are already 4 paired devices on the device list, the 4th device on the device list will be automatically removed, regardless of whether the new device pairing is successful or not.
 - If there are already 2 active devices on the device list with prefix **D1:** or **D2:**, the telephone base shows **Only 2 devices can be ready for connection.** You are prompted to deactivate an active device.
5. Press **NEXT**. The screen displays **2. Place cell phone next to base.**
 - All devices that are connected to the telephone base are disconnected until the pairing process is completed.
6. Press **NEXT** to turn on the telephone base discoverable mode. The screen displays **Set cell to search base: AT&T DECT 6.0 discoverable PIN: 0000.** Promptly turn on the Bluetooth feature of your cell phone and search for or add new devices.

Bluetooth setup

7. Your cell phone may require a passcode. In this case the telephone base displays **Check cellular. ENTER PASS CODE**. Enter the cell phone passcode (typically 0000) into the telephone base and press **SET** to save.
8. Enter the PIN of the telephone base (the default PIN is **0000**) into your cell phone to continue the pairing process. The telephone base displays **Adding Cell Phone A to device list...**
9. When a device is successfully connected, the telephone base displays **Cell Phone A is added and connected to base**. You hear a confirmation tone. The corresponding status icon (📶 **1** or 📶 **2**) displays. The corresponding device light on the telephone base (**CELL 1** or **CELL 2**) turns on.

If you have trouble pairing your cell phone, it may not be compatible with your TL96273/TL96373/TL96473/TL96323. Check the Bluetooth compatibility list at www.telephones.att.com.

NOTES:

- The pairing process may take up to one minute. If the pairing process fails, try again.
- The steps for the pairing process may vary for different cell phones. If this happens, follow the prompts on your cell phone and your **TL96273/TL96373/TL96473/TL96323** to complete the pairing process.
- Refer to the user's manual of your cell phone on how to search for or add a new Bluetooth device.

Bluetooth setup

Add a headset

Before you begin, make sure that your Bluetooth enabled headset is not connected to any other Bluetooth device. Refer to your headset user's manual to learn how to search for or add new Bluetooth devices.

To pair and connect a headset:

1. Press **MENU** on the telephone base in idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to highlight **Bluetooth**, then press **SELECT**.
3. Press **SELECT** to choose **Add device**.
4. Press **▼CID** or **▲DIR** to highlight **Add headset**, then press **SELECT**. The screen displays **Please wait...** followed by **If headset is connected to cell, please disconnect it**.
 - If there are already 4 paired devices on the device list, the 4th device on the device list will be automatically removed, regardless of whether the new device pairing is successful or not.
 - If there is another headset already active, the screen will show **Only 1 headset in device list can be ready for connection** and prompts you to replace an existing paired device.
 - If there are already 2 active devices on the device list with prefix **D1:** or **D2:**, the screen shows **Only 2 devices can be ready for connection**. The screen prompts you too deactivate an active device.
5. Press **NEXT**. The screen displays **Pls set headset to discoverable mode**. Set your headset to discoverable mode (refer to the user's manual of your headset), then press **NEXT**.
 - All devices that are connected to the telephone base are temporarily disconnected.
6. The screen displays **Searching for Bluetooth headsets...**
7. When the screen displays the found devices, press **▼CID** or **▲DIR** to highlight your headset and then press **SELECT**.
8. Enter the PIN of your headset. The PIN for most Bluetooth devices is **0000** (refer to the user's manual of your headset). Then press **NEXT**.
9. The screen displays **Adding Headset A to device list...** when the base is connecting to your headset.
10. When a device is successfully connected, the telephone base displays **Headset A is added and connected to base** and the corresponding status icon (📞1 or 📞2). You hear a confirmation tone. The corresponding light on the telephone base (**CELL 1** or **CELL 2**) turns on.

If you have trouble pairing your headset, it may not be compatible with your TL96273/TL96373/TL96473/TL96323. Check the Bluetooth compatibility list at www.telephones.att.com.

Bluetooth setup

9. The screen displays **Adding Headset A to device list...** when the base is connecting to your headset.
10. When a device is successfully connected, the telephone base displays **Headset A is added and connected to base** and the corresponding status icon (📞1 or 📞2). You hear a confirmation tone. The corresponding light on the telephone base (**CELL 1** or **CELL 2**) turns on.

If you have trouble pairing your headset, it may not be compatible with your TL96273/TL96373/TL96473/TL96323. Check the Bluetooth compatibility list at www.telephones.att.com.

NOTES:

- The pairing process may take up to one minute. If the pairing process fails, try again.
- When a connected headset is charging, it may disconnect from the telephone base and the corresponding light on the telephone base (**CELL 1** or **CELL 2**) turns off. For some headset models, you may need to turn on the headset and reconnect it to the telephone base again.

Auto connection

When an active device moves within Bluetooth range of the telephone base, or is turned on within range, the telephone base tries to connect to the device. When the device moves out of range, it is disconnected. Your device might make a connect or disconnect sound.

A connected device could also be disconnected by:

- Turning off the Bluetooth device.
- Turning off the Bluetooth feature of the device.
- Disconnecting through the telephone base **Device list**. If you disconnect through the **Device list**, the telephone base will not attempt to reconnect until your device is moved out of range and then moves back in range again.

Bluetooth connection from idle mode

When you have active devices that are not connected, **CONNECT** appears on the telephone base in idle mode. Press **CONNECT** to start connecting an active device. When there are two active devices, the screen will prompt you to choose one before connection.

Bluetooth setup

Device list and connection

Up to 4 devices can be paired to the telephone base. All paired devices are shown on the device list. To use a paired device, it must be in an active slot (**CELL 1** or **CELL 2**) on the device list and connected. Two Bluetooth cell phones can be on a call at a time. While you are on a cell line call, you can also use a Bluetooth headset to make or answer a home line call.

Once you have paired a device with the telephone base, you do not need to repeat the pairing procedure again unless you delete the device from the device list.

i NOTE: When connecting a Bluetooth device to the device list, all connected devices will be temporarily disconnected until the procedure is complete. It may take up to 2 minutes to reconnect.

Review the device list

1. Press **MENU** on the telephone base in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Bluetooth**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Device list**, then press **SELECT**.

Connect/disconnect an active device

While in the device list menu, you may connect or disconnect your active device.

1. Press **MENU** on the telephone base in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Bluetooth**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Device list**, then press **SELECT**.
4. Press **▼CID** or **▲DIR** to highlight a device, then press **OPTION**.
5. Press **▼CID** or **▲DIR** to highlight **Connect/Disconnect** (whichever is applicable), then press **SELECT**. The telephone base displays **Device connected/Device disconnected**. You hear a confirmation tone.

i NOTE: When your active device is connected, you are prompted to select **Disconnect**. When your active device is disconnected, you are prompted to select **Connect**.



Bluetooth setup

Download directory

You can download up to 4 cell phone directories (phonebooks) to your **TL96273/TL96373/TL96473/TL96323** telephone system via Bluetooth wireless technology. Each downloaded directory can store up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

Before downloading a directory, make sure the cell phone is paired, active, and connected to your **TL96273/TL96373/TL96473/TL96323**.

Place your cell phone next to the telephone base when you download a cell phone directory to your **TL96273/TL96373/TL96473/TL96323**.

To download a cell phone directory:

1. Press **MENU** on the telephone base in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Bluetooth**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Download dir**, then press **SELECT**.
4. Press **▼CID** or **▲DIR** to highlight a device, then press **SELECT**.
5. Press **▼CID** or **▲DIR** to highlight one of the following options:
 - **Phone memory** - download all contacts stored in your phone memory.
 - **SIM card only** - download all contacts stored in your SIM card.
 - **Phone and SIM** - download all contacts stored in both your phone memory and SIM card.

Press **SELECT**. During the download, the telephone base displays the progress. All handsets display **Downloading dir**.

- Your cell phone may require a passcode. In this case the screen displays **Check cellular. ENTER PASS CODE**. Enter the cell phone passcode into the telephone base and press **SET** to save.
- Your cell phone may require you to press a key to confirm the directory download.

Bluetooth setup


- If the selected device's directory has already been downloaded to **TL96273/TL96373/TL96473/TL96323** before, the telephone base displays the last update date of your cell phone. The directory stored on the **TL96273/TL96373/TL96473/TL96323** for that cell phone will be erased and replaced with the current cell phone directory. If you have edited the downloaded entries (page 70), those changes will be lost. Press **NEXT** to start the download, the screen displays **Erasing directory...**
 - If you already have 4 downloaded directories, the telephone base displays **Memory is full. Replace existing directory?** Press **YES**. Highlight the cell phone directory to be replaced and press **SELECT**. The screen displays **Replace Cell Phone A directory?** Press **YES** to confirm.
6. When the downloading process is complete, the telephone base displays **Download ended XXXX entries saved**. Press **OK** to return to the **Bluetooth** menu.

NOTES:

- With certain cell phones, downloading from the SIM card is not supported. If this is the case, try transferring the contacts from your SIM card to your cell phone memory first, then download from your cell phone memory. For more information on how to transfer contacts from your SIM card to your cell phone memory, see your cell phone's user's manual.
- If **Phone memory** is chosen but with no entries saved, the telephone base displays **No entries found. Download from SIM only?** Press **YES** to confirm. If **SIM card only** is chosen but with no entries saved, the telephone base displays **No entries found. Download from Phone only?** Press **YES** to confirm. If **Phone and SIM** are chosen but with no entries saved in either or both directories, the telephone base displays **No entries found. Download from Phone only?** Press **YES** to confirm.
- When downloading the directory from your Bluetooth enabled cell phone, some data may not transfer. For example, if you have home, mobile and work numbers for a particular contact, the three category descriptions may not transfer to your **TL96273/TL96373/TL96473/TL96323**.

Handset and telephone base settings

Ringer volume

You can select the ringer volume for incoming calls on all lines. When the ringer volume for all calls (home and cellular) is set to off, a steady ringer off icon  appears.

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Ringers**, then press **SELECT**.
3. Press **SELECT** to choose **Ringer volume**.
4. Press **CID**▼ or **▲DIR** on handset, or press **▼CID** or **▲DIR** on the telephone base to sample each ringer volume for all lines.
5. Press **SET** to confirm.

NOTES:

- Changing the handset ringer volume does not affect base ringer volume.
- The ringer volume level also determines the ringer levels of intercom calls (page 63).

Ringer tone

You can select the ringer tones for incoming home and cell calls.

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Ringers**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Ringer tone**, then press **SELECT**.
4. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **All lines, Home, Cell-D1** or **Cell-D2**, then press **SELECT**.
5. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to sample each ringer tone.
6. Press **SET** to select and save your choice.


 **NOTE:** When you turn off the ringer volume, you will not hear ringer tone samples.

Handset and telephone base settings

Set date and time

The answering system announces the day and time of each message 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. The year must be set so that the day of the week can be calculated from the caller ID information.

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Set date/time**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to select the month, then press **SET**, or enter the 2-digit number (**01-12**) using the dialing keys (**0-9**).
4. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to select the day, then press **SET**, or enter the 2-digit number (**01-31**) using the dialing keys (**0-9**).
5. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to select the year, then press **SET**, or enter the 2-digit number (**00-99**) using the dialing keys (**0-9**), then press **SET**.
6. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to select the hour, then press **SET**, or enter the 2-digit number (**01-12**) using the dialing keys (**0-9**).
7. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to select the minute, then press **SET**, or enter the 2-digit number (**00-59**) using the dialing keys (**0-9**).
8. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **AM** or **PM**, or press **2** for **AM** or **7** for **PM**. Press **SET** to save. You hear a confirmation tone.

 **NOTE:** If the date and time are not set when a message is recorded, the system announces, "Time and day not set," before each message plays.


Handset and telephone base settings

LCD language

You can select English, Français or Español to be used in all screen displays.



To select a language:

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Settings**, then press **SELECT**.
3. Press **SELECT** to choose **LCD language**.
4. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to choose from **English**, **Français** or **Español**, then press **SET** to save.


 **NOTE:** If you accidentally change the LCD language to French or Spanish, you can reset it back to English without going through the French or Spanish menus. Press **MENU** on the handset in idle mode, then enter **364#**. There is a confirmation tone.

Handset and telephone base settings

Vicemail (visual message waiting) number

If you subscribe to voicemail service offered by your telephone service provider, you can save the voicemail number to  **1** on each handset and the telephone base for easy access. When you want to retrieve voicemail messages, press and hold  **1**. Contact your telephone service provider for more information and assistance about using your voicemail service.

Save and dial your voicemail number:

1. Press and hold  **1** when the phone is not in use.
2. Use the dialing keys to enter the voicemail access number provided by your telephone service provider (up to 30 digits) when prompted.
 - Press **▼** or **▲** to move the cursor to the left or right.
 - Press **DELETE** on the handset or **X/DELETE** on the telephone base to delete a digit.
 - Press and hold **DELETE** on the handset or **X/DELETE** on the telephone base to delete all digits.
 - Press and hold **PAUSE** to enter a dialing pause (a **P** appears).
3. Press **SELECT** to save.

Save your voicemail number:

1. Press **MENU** when the phone is not in use.
2. Press **▼** or **▲** to scroll to **Settings**, then press **SELECT**.
3. Press **▼** or **▲** to scroll to **Voicemail #**, then press **SELECT**.
4. Use the dialing keys to enter the voicemail number (up to 30 digits).
 - Press **▼** or **▲** to move the cursor to the left or right.
 - Press **DELETE** on the handset or **X/DELETE** on the telephone base to delete a digit.
 - Press and hold **DELETE** on the handset or **X/DELETE** on the telephone base to delete all digits.
 - Press and hold **PAUSE** to enter a dialing pause (a **P** appears).
5. Press **SELECT** to save your selection.

Handset and telephone base settings

Display alerts

In the display alerts menu, you can change and edit the settings for display of alerts on the idle screen.

Missed call indicator

When there are missed calls that have not been reviewed in the caller ID log, the screens show **XX Missed calls**.

Each time you review a caller ID log entry marked **NEW**, the number of missed calls decreases by one. When you have reviewed all the missed calls, the missed calls indicator goes away.

If you do not want to review the missed calls one by one, you can reset the missed call indicator. All the entries are then considered old and kept in the caller ID log.


To reset the missed call indicator:

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID▼** or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Settings**, then press **SELECT**.
3. Press **CID▼** or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Display alerts**, then press **SELECT**.
4. Press **CID▼** or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Home line** or **Cell line**, then press **SELECT**.
5. Press **CID▼** or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Missed calls**, press **SELECT**. The screen displays **Reset missed call indication?** Press **YES** to confirm.

You can also press and hold **OFF/CANCEL** on the handset or **CANCEL** on the telephone base to erase the missed call indicator when the telephone is not in use.

Handset and telephone base settings

Voicemail indicator

If you subscribe to voicemail service offered by your telephone service provider, **New voicemail** and  appear on the handsets when you have new voicemail messages. Contact your telephone service provider for more information and assistance about using your voicemail service.

After you have listened to all new voicemail messages, the indicators on the handsets turn off automatically.

Reset the voicemail indicators when the telephone indicates that there is new voicemail but there is none (for example, when you have accessed your voicemail while away from home). Clearing the voicemail waiting indicators only turns off the indicators; 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 indicators.

To reset the voicemail indicator:

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or press ▼**CID** or **▲DIR** on the telephone base to highlight **Settings**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset, or press ▼**CID** or **▲DIR** on the telephone base to highlight **Display alerts**, then press **SELECT**.
4. Press **CID**▼ or **▲DIR** on the handset, or press ▼**CID** or **▲DIR** on the telephone base to highlight **Voicemail**, then press **SELECT**.
5. The screen displays **Reset voicemail indication?** Press **YES** to confirm.

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 more information about the difference between your answering system and voicemail, see page 93.

Handset and telephone base settings

No line

If there is no telephone line connected to the telephone base, the screens show **No home line**. If you do not want to display this message on the screens (for example, if you use the cell line only), you can turn off the no line alert.

To reset the missed call indicator:


1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Settings**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Display alerts**, then press **SELECT**.
4. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **No line**, then press **SELECT**.
5. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to choose **On** or **Off**, then press **SET** to save. When you choose **Off** the handset displays **If the line is not connected, an alert will not appear**. You hear a confirmation tone.

Download fail

If the directory download process is interrupted, the telephone base and handset screens display **Download fail**. You can reset the download fail indication on the handset.

To reset the voicemail indicator:

1. Press **MENU** on the handset when it is not in use.
2. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Settings**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Display alerts**, then press **SELECT**.
4. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Cell line**, then press **SELECT**.
5. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Download fail**, then press **SELECT**.
6. The screen displays **Reset download failure indication?** Press **YES** to confirm. You hear a confirmation tone.

You can also press and hold  **OFF/CANCEL** on the handset or **CANCEL** on the telephone base to erase the download fail indicator when the telephone is not in use.

Handset and telephone base settings

Key tone

The telephone base and handset is set to beep with each key press. If you turn off the key tone, there are no beeps when you press keys.

1. Press **MENU** in idle mode to enter the main menu.
2. Use **CID**▼ or **▲DIR** on the handset, or press ▼**CID** or **▲DIR** on the telephone base to scroll to **Settings**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset, or press ▼**CID** or **▲DIR** on the telephone base to scroll to **Key tone**, then press **SELECT**.
4. Press **CID**▼ or **▲DIR** on the handset, or press ▼**CID** or **▲DIR** on the telephone base to select the desired volume or off. Press **SET** to save your preference.

Dial mode

The dial mode is preset to tone dialing. If you have pulse (rotary) service, you must change the dial mode to pulse dialing before using the telephone.

To change the setting:

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or press ▼**CID** or **▲DIR** on the telephone base to highlight **Settings**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset, or press ▼**CID** or **▲DIR** on the telephone base to highlight **Dial mode**, then press **SELECT**.
4. Press **CID**▼ or **▲DIR** on the handset, or press ▼**CID** or **▲DIR** on the telephone base to choose **Tone** or **Pulse**, then press **SET** to save.


Handset and telephone base settings

Quiet mode

You can turn on quiet mode for a period of time (1-12 hours). During this period, all tones (except paging tone) and call screening are muted.


When you turn on the quiet mode, the answering system turns on automatically. When the quiet mode duration expires, the answering system remains on.

To set and turn the quiet mode on:

1. Press and hold **QUIET#** when the handset/telephone base is not in use. The screen shows **Quiet: __ hours (1-12)**.
2. Use the dialing keys to enter the desired duration (1-12), then press **SELECT**. All screens display **Quiet mode on** and . The **ANS ON/OFF** light on the telephone base turns on.

To turn the quiet mode off:

- While the quiet mode is on, press and hold **QUIET#**. The screen displays **Quiet mode off** briefly and then returns to idle.

 **NOTE:** When you change the settings of the ringer tone or ringer volume, you can still hear the samples even if the quiet mode is on.

Caller ID announce

The caller ID announce feature lets you know who's calling without having to look at the display.

To change the setting:

1. Press **MENU** on the handset or telephone base in idle mode to enter the main menu.
2. Press **CID▼** or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Settings**, then press **SELECT**.
3. Press **CID▼** or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Caller ID Annc**, then press **SELECT**.
5. Press **CID▼** or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to choose **On** or **Off**, then press **SET** to save.

NOTES:

- To use the caller ID announce feature, you must subscribe to caller ID service from your telephone service provider.
- Pronunciation of names may vary with this feature. Not all names may be pronounced correctly.

Handset and telephone base settings

Home area code

If you dial 7 digits to make a local call (area code not 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 7 digits of the telephone number.

This feature makes it easy for you to place a call from the caller ID log. If you dial 10 digits to make a local phone call, do not use this home area code feature. If you do, you cannot place local calls from your caller ID log, as they will have only 7 digits.

To set the home area code:

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Directory**, then press **SELECT**.
3. Press **OPTION** to choose **Home**.
4. Press **CID**▼ or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Home area code**, then press **SELECT**. The screen briefly shows **Only for 7 digits dialing from Caller ID log**.
5. Use the dialing keys to enter the desired home area code.
 - Press **MUTE/DELETE** on the handset, or **DELETE/X** on the telephone base to erase a digit.
 - Press and hold **MUTE/DELETE** on the handset, or **DELETE/X** on the telephone base to erase all digits.
 - Press **CID**▼ or **▲DIR** to move the cursor to the right or left, or press **▼CID** or **▲DIR** on the telephone base to move the cursor to the left or right.
6. Press **SET** to save.

i **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. With the home area code displayed, press and hold **MUTE/DELETE** on the handset, or **DELETE/X** on the telephone base and then press **SET**. The home area code is now restored to its default setting of ___ (empty).

Handset and telephone base settings

Cell area code

Most cell phone entries are stored in a 10-digit format. If all of your cell phone entries are stored this way, you do not need to program your cell area code.

If your cell phone stores entries in a 7-digit format, we recommend that you program your cell area code so that your 7-digit directory entries can be dialed correctly using your home line.

To set the cell area code:

1. Press **MENU** on the handset in idle mode to enter the main menu.
2. Press **CID▼** or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight **Directory**, then press **SELECT**.
3. Press **CID▼** or **▲DIR** on the handset, or press **▼CID** or **▲DIR** on the telephone base to highlight a desired downloaded directory, then press **OPTION**.
4. Press **SELECT** to choose **Cell area code**. The handset displays **Only for 7 digits dialing from Caller ID log**.
5. Use the dialing keys to enter the desired cell area code.
 - Press **MUTE/DELETE** on the handset, or **DELETE/X** on the telephone base to erase a digit.
 - Press and hold **MUTE/DELETE** on the handset, or **DELETE/X** on the telephone base to erase all digits.
 - Press **CID▼** or **▲DIR** on the handset to move the cursor to the right or left, or press **▼CID** or **▲DIR** on the telephone base to move the cursor to the left or right.
6. Press **SET** to save.

Make, answer and end a call

Make, answer or end a home call

Using a handset:

To make a home call:

- Press **HOME/FLASH** or **SPEAKER**, then enter the telephone number.

To predial a home call:

- Enter the telephone number, then press **HOME/FLASH** or **SPEAKER**.

To answer a home call:

- Press **HOME/FLASH**, **CELL 1**, **CELL 2**, **SPEAKER** or any dialing key (**0-9**, **TONE X** or **QUIET#**).

To end a home call:

- Press **OFF/CANCEL**, or put the handset in the telephone base or charger.

NOTES:

- The screen shows the elapsed time as you talk (in hours, minutes and seconds).
- When predialing (preview numbers before dialing), press **MUTE/DELETE** to backspace and delete; press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
- You cannot answer a home call using your connected cell phone.

Using the telephone base:

To make a home call:

- Press **HOME** on the telephone base, then enter the telephone number.

To predial a home call:

- Enter the telephone number, then press **HOME**.

To answer a home call:

- Press **HOME**, **CELL 1**, **CELL 2**, or any dialing key (**0-9**, **TONE X** or **QUIET#**).

To end a home call:

- Press **HOME**.

NOTES:


- The screen shows the elapsed time as you talk (in hours, minutes and seconds).
- When predialing (preview numbers before dialing), press **DELETE/X** to backspace and delete; press **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).

Make, answer and end a call


Using a Bluetooth headset:

You can use a Bluetooth headset for home calls. However, you need to keep the device within 15 feet of the telephone base for optimal performance. Please see the user's manual of your Bluetooth headset for more information.

To answer a home call using a Bluetooth headset:

- Press  **CELL 2** on the telephone base or the call key on your headset.

To end a home call:

- Press  **CELL 2**, or the call key on your headset.

To transfer a call from the telephone base to a Bluetooth headset:

- Press  **CELL 2**, then press **SELECT** or  **CELL 2** again to choose the headset. The telephone base displays **Transferring audio to Headset A**.

To transfer a call from the Bluetooth headset back to the telephone base:


- Press  **HOME**.

NOTES:

- If you are on a call using a Bluetooth headset, and you lose the Bluetooth connection or the battery becomes depleted, the call is lost.
- When you try to use a Bluetooth headset that is not connected to the base, the telephone base displays **Headset not connected!** Press **CONNECT** to connect your headset to the telephone system. Refer to **Bluetooth connection from idle mode** on page 17 and **Connect/disconnect an active device** on page 18.
- While using the cell line, you cannot use the Bluetooth headset.

Call waiting on the home line

If you subscribe to call waiting service from your telephone service provider, you hear a tone if someone calls while you are already on a call.

- Press  **HOME/FLASH** on the handset, or press **FLASH** on the telephone base to put your current call on hold and take the new call.
- Press the same key at any time to switch back and forth between calls.



Make, answer and end a call

Make, answer or end a cell call



The **TL96273/TL96373/TL96473/TL96323** can be used to make or answer calls on the cell line. You can connect a maximum of 2 Bluetooth enabled cell phones to the telephone base, and both cell phones can be used on cell calls at a time.

Using a handset:

To make a cell call:

- Press  **CELL 1** or  **CELL 2**. Enter the telephone number, then press **DIAL**.

To predial a cell call:


- Enter the telephone number, then press  **CELL 1** or  **CELL 2**.

If you have only one cell phone connected to the telephone base, it is automatically selected to make cell calls. If you have two cell phones connected to the telephone base, the telephone system prompts you to select a cell phone before you make a cell call.

To answer a cell call:

- Press  **CELL 1** or  **CELL 2**.

To end a cell call:

- Press  **OFF/CANCEL**, or put the handset in the telephone base or charger.

NOTES:

- You can also use your cell phone to answer the call.
- If you do not want to answer the call, press **REJECT**. The screen displays **Call rejected** and then returns to the idle mode.
- When you try to make a cell call but your cell phone is not connected to the base, the handset displays **No cellular is ready for connection**. Press **CONNECT** to connect your cell phone to the telephone system. Refer to **Bluetooth connection from idle mode** on page 17 and **Connect/disconnect an active device** on page 18.

Make, answer and end a call

Using the telephone base:

To make a cell call:

1. Press **CELL 1** or **CELL 2**, then enter the telephone number.
2. Press **DIAL**.

To predial a cell call:

- Enter the telephone number, then press **CELL 1** or **CELL 2**.

To answer or end a cell call:

- Press **CELLULAR**.

NOTES:

- You can also use your cell phone to answer the call. If you answer with your cell phone, it disconnects from the telephone base.
- If you do not want to answer the call, press **REJECT**. The screen displays **Call rejected** and then returns to the idle mode.
- When you try to make a cell call but your cell phone is not connected to the base, the telephone base displays **Cellular phone not connected**. Press **CONNECT** to connect your cell phone to the telephone system. Refer to **Bluetooth connection from idle mode** on page 17 and **Connect/disconnect an active device** on page 18.

Call waiting on the cell line

If you subscribe to call waiting service from your cell phone service provider, you hear a beep if someone calls while you are already on a call.

Using a handset:

- Press **CELL 1** or **CELL 2** on the handset to put your current call on hold and take the new call.
- Press **CELL 1** or **CELL 2** on the handset at any time to switch back and forth between calls.

-OR-



Press **SWAP** to switch. To switch back, press **OPTION**. Press **CID**▼ or **▲DIR** to highlight **Swap**, then press **SELECT**.

Using the telephone base:

- Press **SWAP** on the telephone base. The original call is put on hold and you take the new call.
- Press **OPTION** on the telephone base. Press **CID**▼ or **▲DIR** to highlight **Swap**. Press **SELECT** to resume the original call. The other incoming cell call is put on hold.



Make, answer and end a call

Answer an incoming cell call while on a home call



If you are on a home call and you receive an incoming cell call, you hear a beep and  **1** or  **2** displays on the handset or telephone base you are using. The telephone base and all other handsets ring.

To answer the incoming cell call:

Using a handset:


- Press  **CELL 1** or  **CELL 2** on the handset. The home call is automatically placed on hold, all other handsets and the telephone base display **Home call on hold** and **Cell line in use** alternately.

Using the telephone base:



- Press  **CELL 1** or  **CELL 2** on the telephone base. The home call is automatically placed on hold and all other handsets display **Home call on hold** and **Cell line in use** alternately.

To end the cell call:

Using a handset:


- Press  **OFF/CANCEL** on the handset. The home line is still on hold. The telephone base and all other handsets all handsets and the telephone base display **Home call on hold**.

Using the telephone base:


- Press  **CELL 1** or  **CELL 2** on the telephone base. The home line is still on hold. All handsets display **Home call on hold**.


To resume the home call on hold:

Using a handset:

- Press  **HOME/FLASH** on the handset off hold.


Using the telephone base:

- Press  **HOME** on the telephone base.

 **NOTE:** If you have voicemail service active on your cell phone, and you do not answer the incoming cell call, the call is answered by your cell phone's voicemail. Contact your cell phone service provider for more information about voicemail service.


Make, answer and end a call

Answer a home call while on a cell call


If you are on a cell call and you receive an incoming home call, you hear a beep and  displays on the handset or telephone base you are using. The telephone base and all other handsets ring.

To answer the incoming home call:

Using a handset:


- Press  **HOME/FLASH** on the handset. The cell call is automatically placed on hold and all other handsets display **Cell call on hold** and **Home line in use** alternately.

Using the telephone base:



- Press  **HOME** on the telephone base. The cell call is automatically placed on hold. All handsets display **Cell call on hold** and **Home line in use** alternately.

To end the home call:

Using a handset:

- Press  **OFF/CANCEL** on the handset. The cell line is still on hold. The telephone base and all handsets display **Cell call on hold**.

Using the telephone base:

- Press  **CELL 1** or  **CELL 2** on the telephone base. The cell line is still on hold. The telephone base and all handsets display **Cell call on hold**.


To resume the cell call on hold:

Using a handset:

- Press  **CELL 1** or  **CELL 2** on the handset.

Using the telephone base:

- Press  **CELL 1** or  **CELL 2** on the telephone base.

 **NOTE:** If you have turned on your answering system and you do not answer the incoming home call, the call is answered by your answering system.

Conference calls

Conference home and cell calls

When you have calls established on the home and cell lines, you can create a 3-way conference.


To conference both home and cell calls:

1. Press **OPTION** on the handset or telephone base.
2. Press **CID**▼ or **▲DIR** to highlight **Conference**.
3. Press **SELECT**. The conferencing device's screen displays **Lines now in conference**.

To select an option while on a conference call:

1. Press **OPTION** on the handset or telephone base.
2. Press **▼CID** or **▲DIR** to highlight one of the following options:
 - **End Home line**
 - **End Cell line**
 - **End Conference**
 - **Directory**
 - **Caller ID log**
3. Press **SELECT**.

To end a conference call:

- Press  **OFF/CANCEL** or put the handset back in the telephone base or charger.
- OR-
- Press **OPTION** on the handset or telephone base. Then press **▼CID** or **▲DIR** on the handset or telephone base to highlight **End Conference**. Press **SELECT** to end the conference.

Using the home and cell lines together:

- You can be on two different calls at the same time using the cell line and home line and two handsets.
- You cannot be on a call using the cell line and a Bluetooth headset via the home line at the same time. These are both Bluetooth devices and only one can be used at a time.
- If you are on a call using the cell line, you cannot join the call using your paired cell phone. However, you can join the call using another **TL96273/TL96373/TL96473/TL96323** device. Your cell phone is being used for the phone call so only features that are normally available during a call can be used.

Options while on calls

Speakerphone

Using a handset:

During a call, press **⏻/SPEAKER** on the handset to switch between the speakerphone and normal handset use.

Using the telephone base:

The speakerphone is the only audio option for the telephone base. Press **🏠HOME**, **📶CELL 1** or **📶CELL 2** to place, answer, and to end calls from the telephone base.

Volume control

While on a call, you can adjust the listening volume on the handset or telephone base.

If it is a cell call and the volume is too loud, too quiet or drops out, try changing the volume on your cell phone. On some cell phones, changing the volume on the cell phone affects your cell call volume on the **TL96273/TL96373/TL96473/TL96323** handsets or telephone base.

To adjust the listening volume of a handset:

- Press **▼ VOLUME ▲** on the handset while on a call.

To adjust the listening volume of the telephone base:

- Press **▼ VOLUME ▲** on the telephone base while on a call.

NOTE: The handset earpiece volume setting (1-6) and speakerphone volume setting (1-6) are independent. The speakerphone volume setting of the telephone base (1-8) is also independent.

Silencing the ringer

When the telephone is ringing, you can temporarily silence the ringer of the handset or telephone base without disconnecting the call. The next call rings normally at the preset volume.

To silence the handset ringer:

- Press **SILENCE**, **🔇 OFF/CANCEL** or **MUTE/DELETE** on the handset and **Ringer muted** appears.

To silence the base ringer:

- Press **SILENCE**.
- OR-
- Press **MUTE**.

The telephone base displays **Ringer muted**.

Options while on calls

Mute

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

To mute a call:

- While on a call, press **MUTE/DELETE** on the handset, or press **MUTE** on the telephone base. When mute is on, the handset and telephone base show **Microphone off** for a few seconds and the **MUTE** icon appears until the mute function is turned off.

To take a call off mute:

- Press **MUTE/DELETE** on the handset, or press **MUTE** on the telephone base and resume speaking. When mute is off, **Microphone on** appears temporarily on the handset and telephone base.

Mute is automatically canceled when you end the call.

Options while on calls

Hold

You can place any call on hold. You hear an alert tone at the telephone base if you have not taken the call off of hold after 14 minutes. You hear another alert tone at the telephone base 30 seconds later. At 15 minutes on hold, the call on hold automatically disconnects.

To place a home call on hold:

- Press **HOLD** on the handset or telephone base. **Home call on hold** appears on the handsets and telephone base. **HOME/FLASH** flashes on the handsets and **HOME** flashes on the telephone base.

To resume a home call on hold:

- Press **HOME/FLASH** on handsets or **HOME** on the telephone base.

To place a cell call on hold:

- Press **HOLD** on the handset or telephone base. **Cell call on hold** appears on the handsets and telephone base. **CELL 1** or **CELL 2** on the handsets and on the telephone base flash.

To resume a cell call on hold:

- Press **CELL 1** or **CELL 2** on the handset or telephone base.

Equalizer

The equalizer feature on the handset enables you to change the quality of the handset audio to best suit your hearing.

While on a call, or listening to a message or announcement, press **EQ** to select the equalizer setting **Treble 1**, **Treble 2**, **Bass** or **Natural** (the default setting) for the handset. The current setting shows on the handset for 2 seconds.

1. Press **OPTION** on the handset or telephone base.
2. Press **CID** or **DIR** on the handset or telephone base to highlight **Equalizer**, then press **SELECT**.
3. Press **CID** or **DIR** to on the handset or telephone base highlight the desired option, then press **SAVE**.

NOTES:

- The equalizer feature does not apply to the connected Bluetooth headset.
- If you switch the call between the handset and speakerphone by pressing **)/SPEAKER**, the audio setting remains unchanged.
- The current equalizer setting remains unchanged until you select a new setting.

Options while on calls

Chain dialing

Use this feature to initiate a dialing sequence from numbers stored in the directory, caller ID log or redial list while you are on a call.

Chain dialing can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the directory, caller ID log or redial list.

To access a number in the directory while on a call:

Using a handset:

1. Press **OPTION**.
2. Press **CID**▼ or **▲DIR** to highlight **Directory**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** to highlight the desired directory, then press **REVIEW**.
4. Press **CID**▼ or **▲DIR** to highlight to the desired entry or perform an alphabetical search (page 68).
5. Press **DIAL** to dial the displayed number.

Using the telephone base:

1. Press **OPTION**.
2. Press ▼**CID** or **▲DIR** to highlight **Directory**, then press **SELECT**.
3. Press ▼**CID** or **▲DIR** to highlight the desired directory, then press **REVIEW**.
4. Press ▼**CID** or **▲DIR** to highlight to the desired entry or perform an alphabetical search (page 68).
5. Press **DIAL** to dial the displayed number.

Options while on calls

To access a number in the caller ID log while on a call:

Using a handset:

1. Press **OPTION**.
2. Press **CID▼** or **▲DIR** to highlight **Caller ID log**, then press **SELECT**.
3. Press **CID▼** or **▲DIR** to highlight the desired directory, then press **REVIEW**.
4. Press **CID▼** or **▲DIR** to scroll to the desired entry.
5. Press **DIAL** to dial the displayed number.

Using the telephone base:

1. Press **OPTION**.
2. Press **▼CID** or **▲DIR** to highlight **Caller ID log**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight the desired directory, then press **REVIEW**.
4. Press **▼CID** or **▲DIR** to scroll to the desired entry.
5. Press **DIAL** to dial the displayed number.

To access the redial list while on a call:


Using a handset:

1. Press **REDIAL/PAUSE**.
2. Press **CID▼**, **▲DIR**, or **REDIAL/PAUSE** until the desired number displays.
3. Press **DIAL** to dial the displayed number.

Using the telephone base:

1. Press **REDIAL/PAUSE**.
2. Press **▼CID**, **▲DIR**, or **REDIAL/PAUSE** until the desired number displays.
3. Press **DIAL** to dial the displayed number.

NOTES:

- You can only view the numbers in the directory, caller ID log or redial list move to front and cannot edit, delete or save entries.
- You cannot copy a caller ID log entry into the directory while on a call. For more details about the caller ID log, see page 93.
- Press **BACK** or  **OFF/CANCEL** on the handset, or **BACK** or **CANCEL** on the telephone base to exit the redial list, directory or caller ID log while on a call.

Redial

The telephone base and each handset store the last 10 dialed numbers (up to 30 digits each) in the redial list. The redial entries of each handset and the telephone base are independent.

To dial a redial entry on a handset:

1. Press **HOME/FLASH**, or **SPEAKER** to use the home line, or **CELL 1** or **CELL 2** to use the cell line. Then press **REDIAL/PAUSE** to enter the redial list.
2. Press **CID▼**, **▲DIR** or **REDIAL/PAUSE** repeatedly to browse until the desired number displays. The handset beeps twice at the end of the list.
3. Press **DIAL** to dial the number displayed.

You can also select a redial entry before dialing.

1. Press **REDIAL/PAUSE** in idle mode.
2. Press **CID▼**, **▲DIR** or **REDIAL/PAUSE** repeatedly to browse until the desired number displays. The handset beeps twice at the end of the list.
3. Press **HOME/FLASH**, or **SPEAKER** to use the home line, or **CELL 1** or **CELL 2** to use the cell line.

To dial a redial entry on the telephone base:

1. Press **HOME** to use the home line, or **CELL 1** or **CELL 2** to use the cell line. Then press **REDIAL/PAUSE** to enter the redial list.
2. Press **▼CID**, **▲DIR** or **REDIAL/PAUSE** repeatedly to browse and then press **DIAL** to dial the number displayed.

You can also select a redial entry before dialing.


1. Press **REDIAL** in idle mode.
2. Press **CID▼**, **▲DIR** or **REDIAL/PAUSE** repeatedly to browse until the desired number displays. The telephone base beeps twice at the end of the list.
3. Press **HOME** to dial using the home line, or **CELL 1** or **CELL 2** to dial using the cell line.

Telephone operation

Handset locator

This feature helps you find a misplaced handset.






To start paging:

Press /HANDSET LOCATOR on the telephone base when it is not in use. All idle handsets ring and display **** Paging ****.


To end paging:

Press /HANDSET LOCATOR on the telephone base.

-OR-

Press HOME/FLASH, /SPEAKER, CELL 1 or CELL 2, PUSH TO TALK, REDIAL/PAUSE, MUTE/DELETE or any dialing key (**0-9, TONE ** or **QUIET#**) on the handset.

NOTES:

- If the handset ringer volume is set to off, the handset still rings when paged.
- While the telephone base is paging, you may press **MUTE/DELETE**, OFF/CANCEL or **SILENCE** on the handset to mute the paging tone.
- If there is no response after 60 seconds, paging ends.

Join a call in progress

Another handset can join you on an outside call. That call continues until all people hang up. You can share an outside call with telephone base and up to 4 system handsets.

Using a handset:

- Press HOME/FLASH or /SPEAKER on another handset to join the call.

Using the telephone base:

- Press HOME on telephone base to join the call.

Intercom

Use the intercom feature for conversations between two handsets, or a handset and the telephone base.

You can buy additional expansion handsets (AT&T model TL90071, sold separately) for this telephone system. You can register up to 12 handsets to the telephone base.

Initiate an intercom call

Using a handset:

1. Press **MENU** on the handset in idle mode.
2. Press **CID**▼ or **▲DIR** to highlight **Intercom**, then press **SELECT**.
 - Your handset displays **INTERCOM** and a list of devices.
 - Press **CID**▼ or **▲DIR** to highlight a destination device and then press **SELECT**. Your handset displays **Calling HANDSET X, Calling BASE 0** or **Calling all devices**.
-OR-
 - Press **0** for **BASE 0**, **1-9** for handset 1-9, **TONE ✕** and **0** for handset 10, **TONE ✕** and **1** for handset 11, or **TONE ✕** and **2** for handset 12. Your handset displays **Calling HANDSET X** or **Calling BASE 0**, or **Calling all devices** The other device rings and displays **HANDSET X is calling**.
-OR-
 - Press **TONE ✕** and then **#** (pound key) to call all devices. The destination device(s) rings and displays **HANDSET X is calling**, or **HANDSET X is calling all**.

Intercom

Using the telephone base:

1. Press **MENU** on the telephone base in idle mode.
2. Press **CID**▼ or **▲DIR** to highlight **Intercom**, then press **SELECT**.
 - The telephone base displays **INTERCOM** and a list of registered handsets.
 - Press ▼**CID** or **▲DIR** to highlight a destination handset or **All handsets**, and then press **SELECT**.
-OR-
 - Press **1-9** for handset 1-9, **TONE ✕** and **0** for handset 10, **TONE ✕** and **1** for handset 11, or **TONE ✕** and **2** for handset 12.
-OR-
 - Press **TONE ✕** and then **#** (pound key) to call all handsets.

The telephone base displays **Calling HANDSET X**, or **Calling all handsets**. The destination handset(s) rings and displays **BASE 0 is calling**.

To answer an intercom call at the destination device:

- Press **HOME/FLASH** or **▶)/SPEAKER** on the destination handset, or press **HOME** on the telephone base. Both screens show **Intercom**.

To silence an intercom call:


- Press **OFF/CANCEL**, **MUTE/DELETE** or **SILENCE** on the destination handset, or press **MUTE** or **SILENCE** on the telephone base. The screen displays **Ringer muted** for a few seconds.

To mute while on an intercom call:

- Press **MUTE/DELETE** on the handset, or **MUTE** on the telephone base. The screen displays **Microphone off** for a few seconds.

Intercom


To end an intercom call at the destination handset:

- Press  **OFF/CANCEL**, **END** or place either handset back in the telephone base or charger. Both screens display **Intercom ended**.

To end an intercom call at the telephone base:

- Press **END** or **CANCEL**. Both screens display **Intercom ended**.

NOTES:

- You can cancel the intercom call before it is answered by pressing **CANCEL** or **END** on the telephone base, or pressing  **OFF/CANCEL** or **END** on your originating handset.
- If you are calling all devices, only the first handset to pick up can answer the intercom call.
- If the destination device does not answer the intercom call within 100 seconds, is in the directory or caller ID log, or is out of range, the initiating device displays **No answer. Try again**.



Intercom

Answer an incoming call during an intercom call


When you receive an incoming home call during an intercom call, the two handsets on the intercom call hear an alert tone, and their screens display **Home Incoming call** and then the caller ID. The telephone base and all other handsets ring.

To answer a home call during an intercom call:

Using a handset:

- Press  **HOME/FLASH** to answer the home call. The intercom call ends automatically.
- Press  **OFF/CANCEL** to end the intercom call without answering the incoming call. The telephone continues to ring.



Using the telephone base:

- Press  **HOME** to answer the home call and the intercom call ends automatically.
- Press **CANCEL** to end the intercom call without answering the incoming call. The telephone continues to ring.


To answer a cell call during an intercom call:

When you receive an incoming cell call during an intercom call, the two handsets on the intercom call hear an alert tone, and their screens display **Cell Incoming call** and then the caller ID. The telephone base rings and all other handsets ring.

Using a handset:

- Press  **CELLULAR** to answer the cell call and the intercom call ends automatically.
- Press  **OFF/CANCEL** to end the intercom call without answering the incoming call. The telephone continues to ring.

Using the telephone base:

- Press  **CELLULAR** to answer the cell call. The intercom call ends automatically.
- Press **CANCEL** to end the intercom call without answering the incoming call. The telephone continues to ring.

Call transfer using intercom

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

To transfer an outside call:

Using a handset:

1. When on an outside call, press **OPTION**.
2. Press **CID** or **▲DIR** to highlight **Intercom**, then press **SELECT**.
 - Your handset displays **INTERCOM** plus a list of devices.
 - Press **CID** or **▲DIR** to highlight a destination device and then press **SELECT**.
 - OR-
 - Press **0** for **BASE 0**, **1-9** for handset 1-9, **TONE ✕** and **0** for handset 10, **TONE ✕** and **1** for handset 11, or **TONE ✕** and **2** for handset 12.
 - OR-
 - Press **TONE ✕** and then **#** (pound key) to call all devices.

The call is automatically put on hold. Your handset displays **Calling HANDSET X**, **Calling BASE 0** or **Calling all**. The destination device rings and displays **HANDSET X is calling**, or **HANDSET X is calling all**.

3. To answer the call on the other device, press **🏠HOME/FLASH** or **🔊/SPEAKER** on the handset, or press **🏠HOME** on the telephone base. The outside call is still on hold and both devices now show **Intercom**.
4. From this intercom call, you have the following options:
 - You can transfer the call. Press **OPTION** and then press **SELECT** to select **Transfer** on the calling handset. Your screen shows **Call transferred**. The other device automatically connects to the outside call.
 - You can let the other device join you on the outside call in a 3-way conversation. Press **OPTION**, highlight **Share call**, and press **SELECT**.
 - You can end the intercom call and continue the outside call with your handset. Press **🏠HOME/FLASH** or **📶CELLULAR** on your handset.
 - You can press **🔌OFF/CANCEL** or **END** to hang up the intercom call (the outside call will automatically go off hold and reconnect with your handset).

NOTES:

- If you want to cancel an intercom call and reconnect to the outside call before the destination handset answers, press **🔌OFF/CANCEL** or **END** on the originating handset.
- If the other handset does not answer the intercom call within 100 seconds, or if the other handset is in the directory or caller ID log, or is out of range, the calling handset shows **No answer. Try again.** and returns to the outside call.

Call transfer using intercom

Using the telephone base:

1. When on an outside call, press **OPTION**.
2. Press **▼CID** or **▲DIR** to highlight **Intercom**, then press **SELECT**.
 - Your screen displays **INTERCOM** plus a list of handsets.
 - Press **▼CID** or **▲DIR** to highlight a destination handset or **All handsets** and then press **SELECT**.
 - OR-
 - Press **1-9** for handset 1-9, **TONE ✕** and **0** for handset 10, **TONE ✕** and **1** for handset 11, or **TONE ✕** and **2** for handset 12.
 - OR-
 - Press **TONE ✕** and then **#** (pound key) to call all handsets.

The call is automatically put on hold. The telephone base displays **Calling HANDSET X** or **Calling all handsets**. The destination handset(s) rings and displays **BASE 0 is calling**.
3. To answer the call on any destination handset, press **HOME/FLASH**. The outside call is still on hold while both the handset and the telephone base now show **Intercom**. You can now have a private conversation between the handset and the telephone base.
4. From this intercom call, you have the following options:
 - You can transfer the call. Press **OPTION** and then **SELECT** to select **Transfer** on the telephone base. The telephone base displays **Call transferred**. The destination handset automatically connects to the outside call.
 - You can let the handset join you on the outside call in a 3-way conversation. Press **OPTION**, highlight **Share call**, and press **SELECT**.
 - You can end the intercom call and continue the outside call on the telephone base. Press **CANCEL** or **END** on the telephone base. The destination handset displays **Intercom ended**.
 - You can press **CANCEL** or **END** to hang up the intercom call (the outside call will automatically go off hold and reconnect with your telephone base).

NOTES:

- To cancel the transfer and return to the external call before the intercom call is answered, press **CANCEL** on the telephone base.
- If the other handset does not answer the intercom call within 100 seconds, or if the other handset is in the directory or caller ID log, or is out of range, the calling handset shows **No answer. Try again**. and returns to the outside call.

Push-to-talk (PTT)

You can directly broadcast messages from one handset or telephone base to the speakerphone of one or a group of other devices. Any handset called can respond by pressing **PUSH TO TALK** or **PTT** on the telephone base to begin a 2-way communication.

- Only one handset can talk at a time. To do so, press and hold the **PUSH TO TALK** button.
- You must release **PUSH TO TALK**, so the other person can respond.
- Only one PTT can be active at a time.
- While PTT is in use between handsets or telephone base, other handsets cannot use the intercom feature but can access the answering system.
- When you attempt to place a PTT call to another handset which is accessing the answering system, your handset displays **Not available at this time**.

PTT on/off

You can turn PTT on or off on each device.

- When on, the handset can begin and receive PTT calls.
- When off, the handset can begin PTT calls but will not receive PTT calls from other handsets. The idle handset displays **No Incoming PTT**.
- When you attempt to place a PTT call to another handset that has the PTT feature turned off, your handset displays **Not available at this time**.

To turn PTT on or off:

Using a handset:

1. Press **PUSH TO TALK** when the handset is not in use. The **PUSH TO TALK** menu displays.
2. Press **CID▼** or **▲DIR** to highlight **PTT On/Off**, then press **SELECT**.
3. Press **CID▼** or **▲DIR** to highlight **On** or **Off**, then press **SELECT** to save. You hear a confirmation tone.

Push-to-talk (PTT)

Using the telephone base:

1. Press **PTT** when the telephone base is not in use. The **PUSH TO TALK** menu displays.
2. Press **▼CID** or **▲DIR** to highlight **PTT On/Off**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **On** or **Off**, then press **SELECT** to save. You hear a confirmation tone.

PTT to a single device

Using a handset:


1. To begin a PTT call to a single device:
 - Press **PUSH TO TALK** when the handset is not in use. Use the dialing keys to enter a device number (**0** for telephone base, **1-9** for handsets **1-9**, **TONE ✕** and **0** for handset **10**, **TONE ✕** and **1** for handset **11**, or **TONE ✕** and **2** for handset **12**) to create the push-to-talk session.
 - OR-
 - Press **PUSH TO TALK** when the handset is not in use. Then press **CID▼** or **▲DIR** to scroll to the desired handset or the telephone base. Press **SELECT** or **PUSH TO TALK** to create the push-to-talk session.
2. Your handset displays **Connecting to HANDSET X...** or **Connecting to BASE 0...** for a few seconds. When the connection is made, both yours and the destination handsets display **Press and hold [PTT] to talk** and beep once.
3. Press and hold **PUSH TO TALK** on your handset. A chirp indicates your microphone is on. Speak towards the handset. Your voice is broadcast to the destination handset. While you are speaking, the handset displays **PTT To HANDSET X** (**X** represents the destination handset number) or **PTT To BASE 0**.
4. Release **PUSH TO TALK** after speaking. Both handsets beep once again. After the handsets beep, you can press and hold **PUSH TO TALK** to continue speaking or the destination device can respond (see **Answer a PTT call** on page 57).

Push-to-talk (PTT)

2. To end the PTT call, press  **OFF/CANCEL** or **END**. The handset displays **Push to talk Ended** for a few seconds.


-OR-

Place the handset in the telephone base or charger to end the PTT call.

 **NOTE:** After **PUSH TO TALK** is released, the PTT call remains open for a short time. If no one presses **PUSH TO TALK** within 10 seconds, the PTT call ends automatically.

Using the telephone base:

1. To begin a PTT call to a single device:
 - Press **PTT** when the telephone base is not in use. Use the dialing keys to enter a handset number (**1-9** for handsets 1-9, **TONE X** and **0** for handset 10, **TONE X** and **1** for handset 11, or **TONE X** and **2** for handset 12) to create the push-to-talk session.
- OR-**
- Press **PTT** when the telephone base is not in use. Then press **▼CID** or **▲DIR** to scroll to the desired handset. Press **SELECT** or **PTT** to create the push-to-talk session.
2. The telephone base displays **Connecting to HANDSET X...** for a few seconds. When the connection is made, both screens display **Press and hold [PTT] to talk** and beep once.
3. Press and hold **PTT** on the telephone base. A chirp indicates your microphone is on. Speak towards the **MIC**. Your voice is broadcast to the destination handset. While you are speaking, the telephone base displays **PTT To HANDSET X** (X represents the destination handset number).
4. Release **PUSH TO TALK** after speaking. The telephone base and the destination handset beep once again. After the handset beeps, you can press and hold **PUSH TO TALK** to continue speaking or the destination handset can respond (see **Answer a PTT call** on page 57).
5. To end the PTT call, press **CANCEL** or **END**. The telephone base displays **Push to talk Ended** for a few seconds.

 **NOTE:** After **PTT** is released, the PTT call remains open for a short time. If no one presses **PTT** within 10 seconds, the PTT call ends automatically.

Push-to-talk (PTT)

PTT to a group of devices

When there are multiple handsets registered to the phone system, PTT supports one-to-group calls. PTT supports a maximum of one-to-four calls when two to five handsets are registered, and a maximum of one-to-three calls when six or more handsets are registered. The first three or four registered handsets and the telephone base will be eligible to use this feature. Other handsets can only use PTT for one-to-one calls.

Using a handset:

1. To begin a PTT call to a group of devices:

- Press and hold **PUSH TO TALK** when the handset is not in use.

-OR-

- Press **PUSH TO TALK** when the handset is not in use, then press **-tone X** and **#** (pound key).

-OR-

- Press **PUSH TO TALK** when the handset is not in use. Press **CID** or **▲DIR** to highlight **Group**, then press **SELECT** or **PUSH TO TALK**.

Your handset displays **Connecting to group...** for a few seconds. When the connection is made, both your and the destination devices display **Press and hold [PTT] to talk** and beep once.


2. Press and hold **PUSH TO TALK** on your handset. A chirp indicates your microphone is on. Speak towards the handset. Your voice is broadcast to the destination devices. While you are speaking, the handset displays **PTT To base & handset X (X represents the destination device numbers)**.

3. Release **PUSH TO TALK** after speaking. All eligible devices beep once again. After the handsets beeps, you can press and hold **PUSH TO TALK** to continue speaking or the destination devices can respond (see **Answer a PTT call** on page 57).

4. Press **OFF/CANCEL** or **END** to end the PTT call. The handset displays **Push to talk Ended** for a few seconds.

-OR-

Place the handset in the telephone base or charger to end the PTT call.

 **NOTE:** After **PUSH TO TALK** is released, the PTT call remains open for a short time. If no one presses **PUSH TO TALK** within 10 seconds, the PTT call ends automatically.

Push-to-talk (PTT)

Using the telephone base:

1. To begin a PTT call to a group of devices:

- Press and hold **PTT** when the telephone base is not in use.

-OR-


- Press **PTT** when the telephone base is not in use, then press **TONE X** and **#** (pound key).

-OR-

- Press **PTT** when the telephone base is not in use. Press **▼CID** or **▲DIR** to highlight **Group**, then press **SELECT** or **PTT**.

Your screen displays **Connecting to group...** for a few seconds. When the connection is made, both screens display **Press and hold [PTT] to talk** and beep once.

2. Press and hold **PTT** on the telephone base. A chirp indicates your microphone is on. Speak towards the microphone. Your voice is broadcast to the destination handsets. While you are speaking, the screen displays **PTT To handset X** (X represents the destination handset numbers).
3. Release **PTT** after speaking. All eligible handsets beep once again. After the telephone base beeps, you can press and hold **PTT** to continue speaking or the destination handsets can respond (see **Answer a PTT call** on page 57).
4. Press **CANCEL** or **END** to end the PTT call. The telephone base displays **Push to talk Ended** for a few seconds.

 **NOTE:** After **PTT** is released, the PTT call remains open for a short time. If no one presses **PTT** within 10 seconds, the PTT call ends automatically.

Push-to-talk (PTT)

Answer a PTT call

You can respond to a PTT call whenever the speakerphone light is off, as described below.

Using a handset:

When your handset receives a PTT call, the handset beeps, and you hear the other caller's voice. The speakerphone light is on, and the handset displays **PTT From BASE 0 To handset: Y** or **PTT From HANDSET X To handset: Y** (**X** represents the initiating handset number and **Y** represents your handset number and other destination device numbers if any; a maximum of 4 device numbers appear).

When the caller finishes, the handset beeps and displays **Press and hold [PTT] to talk**, and the speakerphone light turns off.

Press and hold **PUSH TO TALK** on your handset. When you hear a chirp, speak towards the handset.

- While you are speaking, your handset displays **PTT To BASE 0** or **PTT To HANDSET X**, or **PTT To base & handset: X**.
- Your voice is broadcast to all destination devices.
- The speakerphone light is off.

Release **PUSH TO TALK** when you finish speaking. Your handset beeps. After the beep, if your speakerphone light is off, you can press and hold **PUSH TO TALK** to continue speaking or the destination devices can respond.

Push-to-talk (PTT)

Using the telephone base:

When the telephone base receives a PTT call, the telephone base beeps, and you hear the other caller's voice, the speakerphone light is on, and the telephone base displays **PTT From HANDSET X To Base 0** or **PTT From HANDSET X To base & HS: Y** (X represents the initiating handset number and Y represents other handset numbers; a maximum of 4 handset numbers appear).

When the caller finishes, the telephone base beeps and displays **Press and hold [PTT] to talk**, and the speakerphone light is off.

Press and hold PTT on the telephone base. When you hear a chirp, speak towards the handset.

- While you are speaking, the telephone base displays **PTT To HANDSET X**.
- Your voice is broadcast to all destination handsets.
- The speakerphone light is off.

Release **PTT** when you finish speaking. The telephone base beeps. After the beep, you can press and hold PTT to continue speaking or the destination handsets can respond.

Push-to-talk (PTT)

Change a one-to-one PTT call to an intercom call

You can convert a one-to-one PTT conversation to an intercom call.

Using a handset:

1. When your handset displays **Press and hold [PTT] to talk**, press **INTCOM**. Your handset displays **Switch to Intercom?** Press **SELECT** to confirm.
 - Your handset then displays **Calling HANDSET Y** (Y represents the destination handset number) or **Calling BASE 0**. The destination handset temporarily displays **Push to talk Ended** and then **HANDSET X is calling** (X represents the originating handset number).
2. On the destination device, press **HOME/FLASH** or **|||)/SPEAKER** on the handset or **HOME** on the telephone base to answer the intercom call. Both devices now display **Intercom**.
3. To end the intercom call, press **OFF/CANCEL**, **END** or place the handset in the telephone base or charger. Both devices display **Intercom ended**.

Using the telephone base:

1. When the telephone base displays **Press and hold [PTT] to talk**, press **INTCOM**. The telephone base displays **Switch to Intercom?** Press **SELECT**.
 - The telephone base then displays **Calling HANDSET Y** (Y represents the destination handset number). The destination handset temporarily displays **Push to talk Ended** and then **BASE 0 is calling**.
2. On the destination handset, press **HOME/FLASH** or **|||)/SPEAKER** to answer the intercom call. Both screens now display **Intercom**.
3. To end the intercom call, press **CANCEL** or **END** on the telephone base. Both screens display **Intercom ended**.


Push-to-talk (PTT)


End or leave a PTT call

For a one-to-one PTT call, both the originating and destination devices can end the PTT call. For one-to-group PTT calls, the initiating devices can end the PTT call for the group of devices on that PTT call. If any one of the destination devices leaves the PTT call, the call continues until all participants or the initiator hangs up.

To end or leave PTT:

Using a handset:

Press  **OFF/CANCEL**, **END** or place the handset in the telephone base or charger. The handset displays **Push to talk Ended**. After **PUSH TO TALK** is released, the PTT call remains open for a short time. If no one presses **PUSH TO TALK** within 10 seconds, the PTT call ends automatically.

 **NOTES:** After **PUSH TO TALK** is released, the PTT call remains open for a short time. If no one presses **PUSH TO TALK** within 10 seconds, the PTT call ends automatically.

Using the telephone base:

Press **CANCEL** or **END**. The telephone base displays **Push to talk Ended**.

Push-to-talk (PTT)

Answer an incoming call during PTT

When you receive an incoming outside call during PTT, there is a call waiting tone. The caller ID displays alternately with the PTT screen.

- During a one-to-one PTT call, press **HOME/FLASH** or **CELLULAR** on your originating or destination handset, or press **HOME** or **CELLULAR** on the telephone base. The PTT call ends automatically and the outside call is answered.
- During a one-to-group PTT call, press **HOME/FLASH** or **CELLULAR** on the originating handset, or press **HOME** or **CELLULAR** on the originating telephone base. The PTT call ends automatically and the outside call is answered.
- During a one-to-group PTT call, press **HOME/FLASH** or **CELLULAR** on any one of the destination handsets, or press **HOME** or **CELLULAR** on the destination telephone base. That handset or telephone base answers the outside call. The PTT call continues for the rest of the PTT participants.
- To leave the PTT call without answering the incoming call, press **OFF/CANCEL** on the handset, or press **CANCEL** on the telephone base. The telephone continues to ring.

Make an outgoing call during PTT

- During a one-to-one PTT call, press **HOME/FLASH** or **CELLULAR** on the handset, or press **HOME** or **CELLULAR** on the telephone base to get a dial tone. The PTT call ends automatically.
- During a one-to-group PTT call, press **HOME/FLASH** or **CELLULAR** on the originating handset, or press **HOME** or **CELLULAR** on the originating telephone base. The PTT call ends automatically and you get a dial tone.
- During a one-to-group PTT call, press **HOME/FLASH** or **CELLULAR** on any one of the destination devices, or press **HOME** or **CELLULAR** on the destination telephone base. That device gets a dial tone. The PTT call continues for the rest of the PTT participants.

About the directory

The home directory stores up to 200 entries with up to 30 digits for each phone number and 15 characters for each name. Each of the downloaded directories stores up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

- Directory entries are stored at the telephone base and shared by all system handsets. Any changes made on one device apply to all.
- Only one device can review the directory at a time. If another device tries to enter the directory, its screen shows **Not available at this time**.
- When there are no records in the directory, the screen shows **Directory empty**.
- When the directory is full and you try to save an entry, the screen shows **Directory full**.
- When you try to save a number already stored in the directory, the screen shows **Already saved**.

All of the instructions on pages 63-80 for the directories apply to the home directory and all downloaded directories. **Creating a new entry** on page 63 only applies to the home directory.

You cannot create new entries in your downloaded directories with a **TL96273/TL96373/TL96473/TL96323** handset or telephone base. Entries must be downloaded from your cell phone (see **Download directory** on pages 19-20).

Create and review entries

Create a new entry in the home directory


Using a handset:

1. Press **MENU** on the handset in idle mode to enter the main menu.
2. Press **CID▼** or **▲DIR** to highlight **Directory**, then press **SELECT**.
3. Press **OPTION** to select **Home**.
4. Press **SELECT** to choose **Add contact**. The screen displays **ENTER NUMBER**.
5. Use the dialing keys to enter a telephone number.
 - Press **MUTE/DELETE** to erase a digit.
 - Press and hold **MUTE/DELETE** to erase all digits.
 - Press **CID▼** or **▲DIR** to move the cursor to the right or left.
 - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).

-OR-

Copy a number from the redial list.

- Press **REDIAL/PAUSE** and then **CID▼**, **▲DIR** or **REDIAL/PAUSE** repeatedly to browse for a number. Press **INSERT** to copy the displayed number.
6. Press **NEXT**.
 7. Press **CID▼** or **▲DIR** to highlight one of the following types:
 - Home
 - Cell
 - Work
 - Other
 8. Press **NEXT**. The screen displays **ENTER NAME**.
 9. Use the dialing keys (see page 65) to enter the name.
 - Press **MUTE/DELETE** to erase a character.
 - Press and hold **MUTE/DELETE** to erase all characters.
 - Press **CID▼** or **▲DIR** to move the cursor to the right or left.
 10. Press **SAVE** to confirm and the screen shows **Saved**. You hear a confirmation tone.

 **NOTE:** You cannot create new entries in your downloaded directories from your **TL96273/TL96373/TL96473/TL96323** handsets. Entries must be downloaded from your cell phone (see **Download directory** on pages 19-20).

Create and review entries

Using the telephone base:

1. Press **MENU** on the telephone base in idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to highlight **Directory**, then press **SELECT**.
3. Press **OPTION** to select **Home**.
4. Press **SELECT** to choose **Add contact**. The screen displays **ENTER NUMBER**.
5. Use the dialing keys to enter a telephone number.
 - Press **DELETE/X** to erase a digit.
 - Press and hold **DELETE/X** to erase all digits.
 - Press **▼CID** or **▲DIR** to move the cursor to the right or left.
 - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).

-OR-

Copy a number from the redial list.

- Press **REDIAL/PAUSE** and then **▼CID**, **▲DIR** or **REDIAL/PAUSE** repeatedly to browse for a number. Press **INSERT** to copy the displayed number.
6. Press **NEXT**.
 7. Press **▼CID** or **▲DIR** to highlight one of the following types:
 - Home
 - Cell
 - Work
 - Other
 8. Press **NEXT**. The screen displays **ENTER NAME**.
 9. Use the dialing keys (see page 65) to enter a name.
 - Press **DELETE/X** to erase a character.
 - Press and hold **DELETE/X** to erase all characters.
 - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
 10. Press **SAVE** to confirm and the screen shows **Saved**. You hear a confirmation tone.




NOTE: You cannot create new entries in your downloaded directories from your **TL96273/TL96373/TL96473/TL96323**. Entries must be downloaded from your cell phone (see **Download directory** on pages 19-20).

Create and review entries

Dialing keys

Dialing key	Characters by number of key presses										
	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	Space	0									
*											
#											

 **NOTE:** When entering a name in the directory, the first letter of each word is automatically capitalized.

Create and review entries

Add a predialed telephone number to the directory

You can save a predialed telephone number to the directory.

To add a predialed telephone number:

Using a handset:

1. Enter the telephone number in idle mode (see Step 5 in **Create a new entry in the home directory** on page 64).
2. Press **SAVE** to move on to edit the number (see Step 3 in **Edit a directory entry** on page 71) and then press **NEXT**.
3. Press **CID▼** or **▲DIR** to highlight one of the following types:
 - Home
 - Cell
 - Work
 - Other
4. Press **NEXT**. The screen displays **ENTER NAME**.
5. Use the dialing keys (see page 65) to enter the name.
 - Press **MUTE/DELETE** to erase a character.
 - Press and hold **MUTE/DELETE** to erase all characters.
 - Press **CID▼** or **▲DIR** to move the cursor to the right or left.
6. Press **SAVE** and the screen shows **Saved**. You hear a confirmation tone.

Create and review entries

Using the telephone base:

1. Enter the telephone number in idle mode (see Step 5 in **Create a new entry in the home directory** on page 63).
2. Press **SAVE** to move on to the number (see Step 3 in **Edit a directory entry** on page 71) and then press **NEXT**.
3. Press **▼CID** or **▲DIR** to highlight one of the following types:
 - Home
 - Cell
 - Work
 - Other
4. Press **NEXT**. The screen displays **ENTER NAME**.
5. Use the dialing keys (see page 65) to enter a name.
 - Press **DELETE/X** to erase a character.
 - Press and hold **DELETE/X** to erase all characters.
 - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
6. Press **SAVE** and the screen shows **Saved**. You hear a confirmation tone.

Review the directory

Entries are sorted alphabetically.

To review the directory:

Using a handset or telephone base:


1. Press **▲DIR** in idle mode.
2. Press **CID▼** or **▲DIR** on handset, or **▼CID** or **▲DIR** on the telephone base to highlight a directory, then press **REVIEW**.
3. Press **CID▼** or **▲DIR** on handset, or **▼CID** or **▲DIR** on the telephone base to browse.

-OR-

1. Press **MENU** in idle mode.
2. Press **CID▼** or **▲DIR** on handset, or **▼CID** or **▲DIR** on the telephone base to highlight **Directory**, then press **SELECT**.
3. Press **CID▼** or **▲DIR** on handset, or **▼CID** or **▲DIR** on the telephone base to highlight a directory, then press **REVIEW**.
4. Press **CID▼** or **▲DIR** on handset, or **▼CID** or **▲DIR** on the telephone base to browse.

-OR-

1. Press **OPTION** while on call.
2. Press **CID▼** or **▲DIR** on handset, or **▼CID** or **▲DIR** on the telephone base to highlight **Directory**, then press **SELECT**.
3. Press **CID▼** or **▲DIR** on handset, or **▼CID** or **▲DIR** on the telephone base to highlight a directory, then press **REVIEW**.
4. Press **CID▼** or **▲DIR** on handset, or **▼CID** or **▲DIR** on the telephone base to browse.


 **NOTE:** When the desired entry displays, press **#** (pound key) on the handset or telephone base repeatedly to show different dialing options.

3-character alphabetical search

You can use the enhanced 3-character search to find your contacts quickly and efficiently.

To start the search:

1. Follow the steps in **Review the directory** on the previous page to enter the directory.
2. When an entry appears, use the dialing keys to enter the letters associated with the name (see page 65). You can enter up to 3 letters for the search. The letters will show at the top left hand corner of the screen. After you have entered one to three letters, the system starts searching in the directory. If there is no name matching the letter(s) entered, the next closest match in alphabetical order appears. If necessary, press **CID▼** or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to browse.

 **NOTE:** The cursor automatically moves to the next position 2 seconds after you enter a letter. If you do not enter another letter in the coming 2 seconds, the system starts searching in the directory.

Dial, edit or delete a directory

Dial a directory entry

You can dial a directory entry on any line.

To dial a directory entry:

1. Search for the desired entry in the directory (see **Review the directory** and **3-character alphabetical search** on pages 68 and 68).
2. When the desired entry appears, press **#** (pound key) repeatedly on the handset or telephone base to show different dialing options.
3. When the displayed number is in the correct format, press **HOME/FLASH** or **🔊/SPEAKER** on the handset, or press **HOME** on the telephone base to use the home line. Press **📶/CELLULAR** on the handset or on the telephone base to use the cell line.

Dial, edit or delete a directory

Edit a directory entry

You can edit any directory entry. However, be aware that if you download a directory from a cell phone again, the directory is erased and replaced with the current cell phone directory. If you have edited the downloaded entries on the **TL96273/TL96373/TL96473/TL96323**, those changes are lost. To avoid losing changes made to the downloaded directory, we suggest that you edit numbers in your cell phone, then download the directory.

Using a handset:

1. Search for the desired entry in the directory (see **Review the directory** or **3-character alphabetical search** on pages 68 or 68).
2. When the desired entry appears, press **EDIT**. The handset shows **EDIT NUMBER**.
3. Use the dialing keys to edit the number.
 - Press **MUTE/DELETE** to erase a digit.
 - Press and hold **MUTE/DELETE** to erase all digits.
 - Press **CID▼** or **▲DIR** to move the cursor to the right or left.
 - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
4. Press **NEXT**.
5. Press **CID▼** or **▲DIR** to highlight one of the following types:
 - Home
 - Cell
 - Work
 - Other
6. Press **NEXT**. The screen displays **EDIT NAME**.
7. Use the dialing keys (see page 65) to enter the name.
 - Press **MUTE/DELETE** to erase a character.
 - Press and hold **MUTE/DELETE** to erase all characters.
 - Press **CID▼** or **▲DIR** to move the cursor to the right or left.
8. Press **SAVE** to confirm and the handset shows **Saved**.

Dial, edit or delete a directory

Using the telephone base:

1. Search for the desired entry in the directory (see **Review the directory** or **3-character alphabetical search** on pages 68 or 68).
2. When the desired entry appears, press **EDIT**. The telephone base shows **EDIT NUMBER**.
3. Use the dialing keys to edit the number.
 - Press **DELETE/X** to erase a digit.
 - Press and hold **DELETE/X** to erase all digits.
 - Press **▼CID** or **▲DIR** to move the cursor to the right or left.
 - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
4. Press **NEXT**.
5. Press **▼CID** or **▲DIR** to highlight one of the following types:
 - Home
 - Cell
 - Work
 - Other
6. Press **NEXT**. The screen displays **EDIT NAME**.
7. Use the dialing keys (see page 65) to edit the name.
 - Press **DELETE/X** to erase a character.
 - Press and hold **DELETE/X** to erase all characters.
 - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
8. Press **SAVE** to confirm and the handset shows **Saved**.

Dial, edit or delete a directory

Edit the type of a directory entry

If you only want to edit the type of a directory entry:

1. Search for the desired entry in the directory (see **Review the directory** or **3-character alphabetical search** on pages 68 or 68).
2. When the desired entry appears, press **LABEL**. Enter the corresponding shortcut keys shown on the screen.


-OR-

Press **CLEAR** to erase the assigned label.

Delete a directory entry

To delete an entry:

1. Search for the desired entry in the directory (see **Review the directory** or **3-character alphabetical search** on pages 68 or 68).
2. When the desired entry appears, press **MUTE/DELETE** on the handset or **DELETE/X** on the telephone base. The screen displays **Delete contact?** and the name of the entry. Press **YES** to confirm.
3. The screen displays **Contact deleted** and then the next alphabetical entry in the directory. You hear a confirmation tone.

 **NOTE:** Once a directory entry is deleted, it cannot be retrieved.

Dial, edit or delete a directory

Remove a downloaded directory

Using a handset:

1. Search for the desired downloaded directory in the directory menu (see **Review the directory** on page 68).
2. When the desired downloaded directory is chosen, press **OPTION**, then press **CID**▼ or **DIR**▲ to highlight **Remove dir.**
3. Press **SELECT**. The screen displays **Directory Cell Phone A will be erased.**
4. Press **YES** to confirm. The handset displays **Erasing directory...** and then **Directory removed.** You hear a confirmation tone.

Using the telephone base:

1. Search for the desired downloaded directory in the directory menu (see **Review the directory** on page 68).
2. When the desired downloaded directory is chosen, press **OPTION**, then press **CID**▼ or **DIR**▲ to highlight **Remove dir.**
3. Press **SELECT**. The screen displays **Directory Cell Phone A will be erased.**
4. Press **YES** to confirm. The handset displays **Erasing directory...** and then **Directory removed.** You hear a confirmation tone.

About caller ID

This product supports caller ID services provided by most telephone service providers. Caller ID allows you to see the name, number, date and time of calls. The available caller ID information will appear after the first or second ring. Caller ID from the home line and cell line allows you to see the name, number, date and time of the incoming calls. The caller ID may appear differently if the caller is matched to a directory entry (see **Memory match** on page 76).

Information about caller ID with call waiting

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

Caller ID information is available only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

The caller ID information may not be available for every incoming call. The callers may intentionally block their names and/or telephone numbers. A caller ID log entry can show a maximum number of 15 digits.

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

Caller ID operation

How the caller ID history (caller ID 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 phone deletes the oldest entry when the log is full to make room for new calls. This information is common to the telephone base and all handsets, so changes made using any handset or the telephone base 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.

 **NOTE:** If the phone number has more than 15 digits, only the last 15 digits will be saved or shown in the caller ID log.

Memory match

If the incoming telephone number matches the last 7 digits of a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

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

 **NOTE:** The number you see on your caller ID is in the format sent by the telephone service provider. It usually delivers 10-digit telephone numbers (area code plus telephone number). If the last 7 digits of the incoming telephone number do not match a number in your directory, the name appears as it is delivered by the telephone service provider.

Caller ID operation

Review the caller ID log

Review the caller ID history to find out who called, to easily return a call, or to copy the caller's name and number into your directory. **Caller ID log empty** appears if there are no records in the caller ID log.

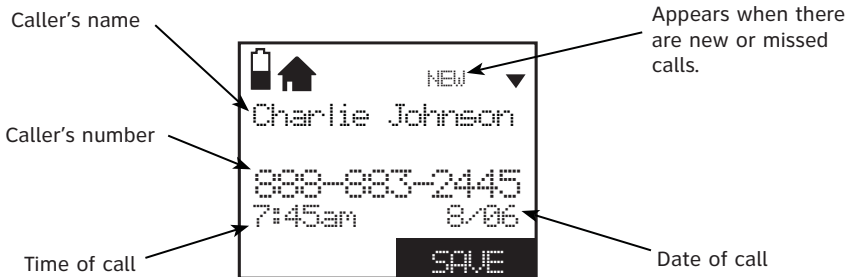
Using a handset:

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**. Press **CID▼** or **▲DIR** to scroll to **Caller ID log**, then press **SELECT**.

2. Press **CID▼** or **▲DIR** to highlight the desired line (home or cell), then press **REVIEW**.
3. Press **CID▼** or **▲DIR** to browse.



Caller ID operation

Using the telephone base:

1. When the telephone base is in idle mode, press **▼CID** to review the caller ID history in reverse chronological order starting with the most recent call.

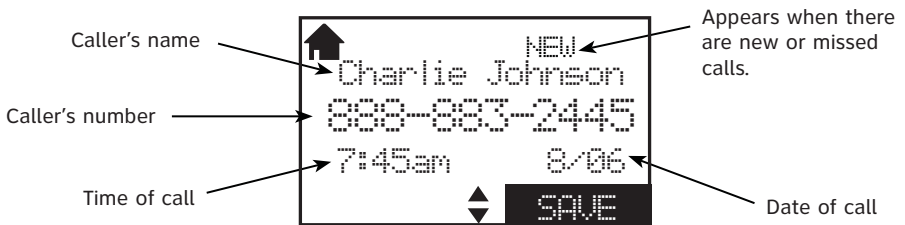
-OR-

You can also review the caller ID history by pressing **MENU**. Press **▼CID** or **▲DIR** to scroll to **Caller ID log**, then press **SELECT**.

2. Press **▼CID** or **▲DIR** to highlight the desired line (home or cell), then press **REVIEW**.

3. Press **▼CID** or **▲DIR** to browse.

i NOTE: Only one handset or the telephone base can review the caller ID history at a time. If another handset or the telephone base tries to enter the caller ID log, it shows **Not available at this time**.



Caller ID operation

View dialing options

Although the caller ID log entries may contain 10 digits (the area code plus the 7-digit number), in some areas, you may 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 change the number of digits that you dial from the caller ID log or store to the directory.

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

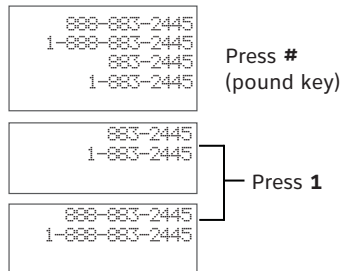
Press **1** repeatedly if you need to add or remove 1 in front of the telephone number before dialing or saving it in the directory.

When the number shows the correct format for dialing:

- Press **HOME/FLASH** or **SPEAKER** on the handset, or **HOME** on the telephone base to call the number using the home line.

-OR-

Press **CELLULAR** on the handset or on the telephone base to call the number using the cell line.



Dial a caller ID log entry

Using a handset:

1. Search for the desired entry in the caller ID log (see **Review the caller ID log** on page 77).
2. When the desired entry is displayed and is in the correct format for dialing, press **HOME/FLASH** or **SPEAKER** to dial with the home line, or **CELLULAR** to dial with the cell line.

Using the telephone base:

1. Search for the desired entry in the caller ID log (see **Review the caller ID log** on page 78).
2. When the desired entry is displayed and is in the correct format for dialing, press **HOME** to dial with the home line. Press **CELLULAR** to dial with the cell line.

Caller ID operation

Save a caller ID log entry to the directory

Caller ID log entries can only be saved to the **Home** directory.

To save a caller ID log entry:

Using a handset:

1. Select a desired entry in the caller ID log (see **Review the caller ID log** on page 77).
2. When the desired entry appears, press **#** (pound key) repeatedly to show different dialing options.
3. When the number is in the correct format, press **SAVE**. The handset shows **EDIT NUMBER**.
4. Use the dialing keys to edit the number.
 - Press **MUTE/DELETE** to erase a digit.
 - Press and hold **MUTE/DELETE** to erase all digits.
 - Press **CID▼** or **▲DIR** to move the cursor to the right or left.
 - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
5. Press **NEXT**.
6. Press **CID▼** or **▲DIR** to highlight one of the following types:
 - Home
 - Cell
 - Work
 - Other
7. Press **NEXT**. The handset displays **EDIT NAME**.
8. Use the dialing keys (see page 65) to edit the name.
 - Press **MUTE/DELETE** to erase a character.
 - Press and hold **MUTE/DELETE** to erase all characters.
 - Press **CID▼** or **▲DIR** to move the cursor to the right or left.
 - Press **tone ✕** to toggle the name order. For example, Robert Brown becomes Brown Robert when you press **tone ✕**.
9. Press **SAVE** to confirm and the handset shows **Saved**. You hear a confirmation tone.

Caller ID operation

Using the telephone base:

1. Select a desired entry in the caller ID log (see **Review the caller ID log** on page 78).
2. When the desired entry appears, press **#** (pound key) repeatedly to show different dialing options.
3. When the number is in the correct format, press **SAVE**. The telephone base shows **EDIT NUMBER**.
4. Use the dialing keys to edit the number.
 - Press **DELETE/X** to erase a digit.
 - Press and hold **DELETE/X** to erase all digits.
 - Press **▼CID** or **▲DIR** to move the cursor to the right or left.
 - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
5. Press **NEXT**.
6. Press **▼CID** or **▲DIR** to highlight one of the following types:
 - Home
 - Cell
 - Work
 - Other
7. Press **NEXT**. The telephone base displays **EDIT NAME**.
8. Use the dialing keys (see page 65) to edit the name.
 - Press **DELETE/X** to erase a character.
 - Press and hold **DELETE/X** to erase all characters.
 - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
 - Press **TONE ✕** to toggle the name order. For example, Robert Brown becomes Brown Robert when you press **TONE ✕**.
9. Press **SAVE** to confirm and the telephone base shows **Saved**. You hear a confirmation tone.

Caller ID operation

Delete from the caller ID log

To delete a single entry:

1. Select a desired entry in the caller ID log (see **Review the caller ID log** on page 77 or page 78).
2. When the desired entry is displayed, press **MUTE/DELETE** on the handset or press **DELETE/X** on the telephone base. The screen shows the previous caller ID entry. You hear a confirmation tone.

To delete all entries:

Using a handset:

1. Press **CID** on the handset in idle mode.

-OR-

- a) Press **MENU** on the handset in idle mode to enter the main menu.
 - b) Press **CID** or **DIR** to highlight **Caller ID log**.
 - c) Press **SELECT**.
2. Press **ERASE**. If you choose the home caller ID log, the handset displays **Delete all Home Calls?** If you choose a cell phone caller ID log, the handset displays **Delete all Cell phone A calls?** Press **YES** to confirm. You hear a confirmation tone.



Using the telephone base:

1. Press **CID** on the telephone base in idle mode.

-OR-

- a) Press **MENU** on the handset in idle mode to enter the main menu.
 - b) Press **CID** or **DIR** to highlight **Caller ID log**.
 - c) Press **SELECT**.
2. Press **ERASE**. If you choose the home caller ID log, the handset displays **Delete all Home Calls?** If you choose a cell phone caller ID log, the handset displays **Delete all Cell phone A calls?** Press **YES** to confirm. You hear a confirmation tone.



Caller ID operation

Reasons for missing caller ID information

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

On-screen message	Reason
L	It is a long distance call.
Private name	The caller prefers not to show the name.
Private number	The caller prefers not to show the phone number.
Private caller	The caller prefers not to show the phone number and name.
Unknown name	Your telephone service provider cannot determine the caller's name.
Unknown number	Your telephone service provider cannot determine the caller's number.
Unknown caller	No information is available about this caller.

Answering system settings

Answer ON/OFF

If you turn the answering system on, it answers calls and records messages only on the home line. If your paired cell phone has voicemail, callers can leave messages with that voicemail service.

If your answering system is turned off and you change any of its settings, the answering system automatically turns on again and the screen displays **Calls will be answered.**

When the answering system is turned on, the **ANS ON** light on the telephone base turns on and both the base and handset screens display **ANS ON.**



To turn the answering system on or off:
Using the telephone base:

Press **ANS ON** to turn the answering system on or off. When the answering system is turned on, it announces, *"Calls will be answered."* The telephone base screen displays **Calls will be answered.** When the answering system is turned off, it announces, *"Calls will not be answered."* The telephone base screen displays **Calls will not be answered.**



-OR-

1. Press **MENU** on the telephone base in idle mode to enter the main menu.
2. Press **CID** or **DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **CID** or **DIR** to highlight **Answer ON/OFF**, then press **SELECT**.
4. Press **CID** or **DIR** to highlight **On** or **Off**, then press **SET** to save. You hear a confirmation tone.



 **NOTES:**

Answering system settings

Using a handset:

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** to highlight **Answer ON/OFF**, then press **SELECT**.
4. Press **CID**▼ or **▲DIR** to highlight **On** or **Off**, then press **SET** to save. You hear a confirmation tone.

Announcement

An announcement is the greeting callers hear when calls are answered by the answering system.

The telephone is preset with a greeting that answers calls with *“Hello, please leave a message after the tone.”* You can use this default announcement, or replace it with your own.

Play your announcement

Using a handset or telephone base:

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to highlight **Answering sys**, then press **SELECT**.
3. Press **SELECT** again to select **Announcement**.
4. The screen displays **ANNOUNCEMENT** and announces *“Announcement, press **PLAY** or **RECORD**.”* Press **PLAY**.

Answering system settings

Record your own announcement

Using a handset or telephone base:

1. Press **MENU** on the handset in idle mode to enter the main menu.
2. Press **CID** or **▲DIR** on the handset or **▼CID** or **▲DIR** on the telephone base to scroll to **Answering sys**, then press **SELECT**.
3. Press **SELECT** again to select **Announcement**.
4. The screen displays **ANNOUNCEMENT**. The handset announces, *"Announcement, press **PLAY** or **RECORD**."* Press **RECORD**.
5. The telephone announces, *"Record after the tone. Press **STOP** when you are done."* After the tone, speak towards the microphone of the handset or telephone base.
6. Press **STOP** when you finish recording.
7. The telephone automatically plays back the newly recorded announcement. Press **STOP** to stop the playback at any time. After the announcement playback, press **PLAY** to replay the recorded announcement, or **RECORD** to record again if desired.

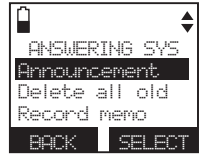
NOTES:

- Your announcement can be up to 90 seconds in length.
- Announcements shorter than 2 seconds are not recorded.

Delete your announcement

Using a handset or telephone base:

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to scroll to **Answering sys**, then press **SELECT**.
3. Press **SELECT** again to select **Announcement**.
4. The screen displays **ANNOUNCEMENT**. Press **PLAY** to play the announcement.
5. While the announcement is playing, press **DELETE**, **MUTE/DELETE** or **DELETE/X** on your handset or telephone base to delete your own recorded announcement. The handset displays **Reset Announcement to default?** Press **YES** to confirm. You hear a confirmation tone.



Answering system settings

In the answering system setup menu, you can change the settings for call screening, number of rings, remote access code, message alert tone and recording time.

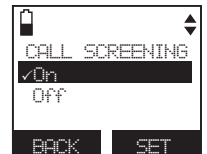
Call screening

The call screening feature lets you listen at the telephone base to a caller leaving a message. While monitoring an incoming message, you can answer the call by pressing **HOME/FLASH** or **⏪)/SPEAKER** on the handset, or pressing **HOME** on the telephone base.

To turn call screening on or off:

Using a handset or telephone base:

1. Press **MENU** in idle mode to enter the main menu.
2. Use **CID** or **▲DIR** on the handset or **▼CID** or **▲DIR** on the telephone base to scroll to **Answering sys**, then press **SELECT**.
3. Use **CID** or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to scroll to **Ans sys setup**, then press **SELECT** twice to select **Call screening**.
4. Press **CID** or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to choose between **On** and **Off**, then press **SET** to save. You hear a confirmation tone.



i NOTE: For more information on call screening, see page 94.

Answering system settings

Number of rings

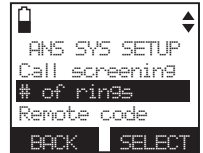
When the answering system is turned on, it answers all incoming home calls after the number of rings set. You can choose from 2, 3, 4, 5, or 6 rings; or toll saver. With toll saver selected, the answering system answers after 2 rings when you have new messages, and after 4 rings when you have no new messages. This enables you to check for new messages and avoid paying unnecessary long distance charges if you are calling from out of your local area. The default number of rings is 4.

To set the number of rings:

Using a handset or telephone base:

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to highlight **Answering sys**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to highlight **Ans sys setup**, then press **SELECT**.
4. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to highlight **# of rings**, then press **SELECT**.
5. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to choose from **6, 5, 4, 3, 2** or **Toll saver**, then press **SET** to save. You hear a confirmation tone.

NOTE: If you set the number of rings for the answering system as 2 or 3 rings, the caller ID announce feature may not have enough time to announce the caller's full information.



Answering system settings

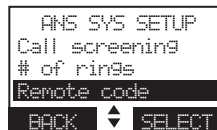
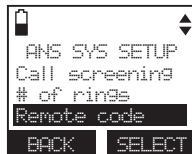
Remote access code

A 2-digit security code is required to access the answering system remotely from any touch-tone telephone. The preset code is **19**. You can change the code to any number from **00** to **99**.

To change the remote access code:

Using a handset or the telephone base:

1. Press **MENU** in idle mode to enter the main menu.
 2. Use **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to scroll to **Answering sys**, then press **SELECT**.
 3. Use **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to scroll to **Ans sys setup**, then press **SELECT**.
 4. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to scroll to **Remote code**, then press **SELECT**.
 5. Use the dialing keys (**0-9**) to enter a 2-digit number from **00-99**.
 - Press **MUTE/DELETE** on handset, or **DELETE/X** on the telephone base to erase a digit.
 - Press and hold **MUTE/DELETE** on the handset or **DELETE/X** on the telephone base to erase all digits.
 - Press **CID**▼ or **▲DIR** on the handset or **▼CID** or **▲DIR** on the telephone base to move the cursor to the right or left.
- Press **SET** to save. You hear a confirmation tone.



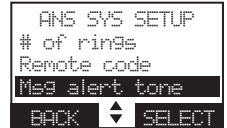
Message alert tone

When the message alert tone is set to **On**, the telephone base beeps every 10 seconds to alert you to new messages. The tone stops when all new messages have been reviewed. By default, the message alert tone setting is **Off**.

To change the setting:

Using a handset or telephone base:

1. Press **MENU** in idle mode to enter the main menu.
2. Use **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to scroll to **Answering sys**, then press **SELECT**.
3. Use **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to scroll to **Ans sys setup**, then press **SELECT**.
4. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to scroll to **Msg alert tone**, then press **SELECT**.
5. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to choose between **On** and **Off**, then press **SET** to save your setting. You hear a confirmation tone.



iNOTES:

- You cannot set the message alert tone when another handset or the telephone base is accessing the answering system.
- 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.

Answering system settings

Temporarily turning off the message alert tone

Pressing any telephone base key (except **Ⓜ**/**HANDSET LOCATOR** and **DELETE/X**) temporarily silences the message alert tone. The message alert tone plays with the next incoming message.

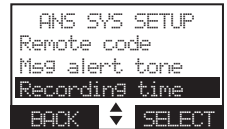
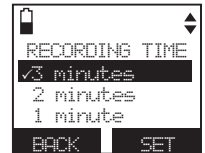
Recording time

You can set the recording time limit for each incoming message. The default setting is 3 minutes.

To change the setting:

Using a handset or telephone base:

1. Press **MENU** in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to highlight **Answering sys**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to highlight **Ans sys setup**, then press **SELECT**.
4. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to highlight **Recording time**, then press **SELECT**.
5. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to choose from **3 minutes**, **2 minutes**, or **1 minute**, then press **SET** to save. You hear a confirmation tone.



About the answering system

Answering system and voicemail

Your telephone has separate indicators for two different types of voice messages: those recorded on its built-in answering system and those recorded in 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 **QO** and **XX New messages** display on the telephone base and handsets, there are new messages in the built-in answering system. To listen to messages recorded on your digital answering system, press **▶/■/PLAY/STOP** on the telephone base. To listen to messages with a handset, see **To listen to messages with a handset** on page 96.

If **✉** and **New voicemail** display on telephone base and handsets, 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.

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

To use your voicemail service rather than your answering system, turn off your answering system. To use your answering system rather than your voicemail service, contact your telephone service provider to deactivate your voicemail service.

Using the answering system and voicemail together

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

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

About the answering system

Message capacity

The answering system can record and store up to 99 messages. Each message can be up to 3 minutes in length depending on the message length set (see **Recording time** on page 92). The total storage capacity for the announcement, messages and memos is approximately 14 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

Voice prompts

The system provides voice prompts to guide you through the setup procedures at the telephone base, message playback, remote access and recording outgoing announcements.

Call screening at the telephone base or handset

To screen calls at the telephone base:


If the answering system and call screening are on (see **Call screening** on page 88), the announcement and the incoming message broadcast at the telephone base when a call is answered by the answering system.

Options while a message is being recorded:

- Press **▼VOLUME▲** on the telephone base to adjust the call screening volume.
- Press **▶/■/PLAY/STOP** or **VOLUME▲** to temporarily turn on the call screening.
- Press **▶/■/PLAY/STOP** to temporarily turn call screening if call screening is set to off.

To screen calls at the handset:

If the answering system is on and your answering system is recording a message, press **SCREEN** to screen the call on your handset and the screen displays the caller ID information. If you do not subscribe to caller ID service, the handset shows **Home Incoming call**.

 **NOTE:** The call screening setting on the base does **NOT** affect the call screening on the handset.

Call intercept

When a caller is leaving a message on your answering system, you can stop recording and talk to the caller by pressing **▲HOME/FLASH** or **◀)/SPEAKER** on the handset, or pressing **▲HOME** on the telephone base.

Message playback

If you have both new and old messages, you can play either new or old messages. The caller ID information displays on the screens when you play messages and you can call back the caller.

When playback begins, the handset and telephone base screens display the message status, caller ID information, and time and date of the message recorded. You hear the total number of messages followed by the day and time of the message. After the last message, the telephone announces, "End of messages." and the screen displays **End of messages**.

To listen to messages with the telephone base:

- Press ►/■/**PLAY/STOP** to listen to messages. If you have either new or old messages, the messages play automatically. If you have both new and old messages:
 - To play new messages, press ►/■/**PLAY/STOP** or **SELECT** to select **Play new msgs**.
 - To play old messages, press **CID▼** or **▲DIR** to highlight **Play old msgs**, then press ►/■/**PLAY/STOP** or **SELECT**.

Message playback

To listen to messages with a handset:

1. Press **MENU** in idle mode.
2. Press **SELECT** to select **Play messages**. If you have either new or old messages, the messages play automatically. If you have both new and old messages:
 - To play new messages, press **SELECT** to select **Play new msgs**.
 - To play old messages, press **CID▼** or **▲DIR** to highlight **Play old msgs**, then press **SELECT**.

When the handset is playing a message, its screen shows **[2]-Call info** and the caller's name or number. If the caller's information is unavailable, the handset shows **No caller info**.

Options during playback:

- Press **EQ** **EQ** button to adjust the message playback audio quality.
- Press **◀)/SPEAKER** to play the messages through the handset earpiece. Press **◀)/SPEAKER** again to return to playing messages through the speakerphone.
- Press **CID▼/VOLUME/▲DIR** to adjust the speakerphone volume.
- Press **SKIP** to skip to the next message.
- Press **REPEAT** to repeat the message currently playing. Press **REPEAT** twice to listen to the previous message.
- Press **MUTE/DELETE** to delete the current message. The handset displays **Message deleted** briefly and the system advances to the next message.

Message playback


Delete all old messages

Using the telephone base:

Press **DELETE/X** when the phone is not in use. The telephone announces, *“To delete all old messages, press **DELETE** again.”* Press **DELETE/X** again. All previously reviewed messages are erased and the telephone announces, *“All old messages deleted.”*

Using a handset or the telephone base:

1. Press **MENU** idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset or **▼CID** or **▲DIR** on the telephone base to highlight **Answering sys**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset or **▼CID** or **▲DIR** on the telephone base to highlight **Delete all old**, then press **SELECT**.
4. The screen displays **Delete all old messages?** Then press **YES** to confirm.
5. The screen displays **Deleting...** and then **All old messages deleted!** You hear a confirmation tone.

 **NOTE:** You can only delete old messages, which are messages you have previously reviewed.

Message playback

Record and play memos

Memos are messages you record as reminders for yourself or others using the same answering system. You can record your own memos using a system handset or the base. Play and delete them the same way as incoming messages.

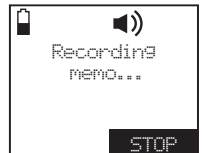
To record a memo:

Using a handset or the telephone base:

1. Press **MENU** on the handset in idle mode to enter the main menu.
2. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to highlight **Answering sys**, then press **SELECT**.
3. Press **CID**▼ or **▲DIR** on the handset, or **▼CID** or **▲DIR** on the telephone base to highlight **Record memo**, then press **SELECT**.
4. The system announces, *"Record after the tone. Press STOP when you are done."* After the tone, speak towards the handset or telephone base.
5. Press **STOP** when you finish recording. The handset announces, *"Recorded."* and then returns to the previous menu.

iNOTES:

- The system announces *"Memory is full,"* if you attempt to record a memo when the memory is full.
- Each memo can be up to 4 minutes in length.
- Memos shorter than 2 seconds are not recorded.



















Remote access

You can 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 system plays your announcement, enter the 2-digit remote access code (**19** is the preset code, see page 90 to change it).
3. You can also enter the remote commands (see **Remote commands** below).
4. Hang up or press **8** to end the call and save all undeleted messages.

Remote commands

 1	Press to listen to all messages.
 2	Press to listen to new messages only.
 3	Press to delete the current message (during playback).
 3  3	Press twice to delete all old messages.
 4	Press to repeat the current message (during playback).
 4  4	Press twice to listen to the previous message.
 5	Press to stop.
  5	Press to listen to a list of remote commands.
 6	Press to skip to the next message (during playback).
  7	Press to record a new announcement.
 8	Press to hang up the call.
 0	Press to turn the answering system on or off.

Expand your telephone system

Your telephone can support up to 12 DECT 6.0 cordless handsets (AT&T model TL90071, sold separately) or up to 10 cordless handsets and 2 cordless headsets (sold separately). Visit www.telephones.att.com/headsets for a list of compatible DECT 6.0 cordless headsets. Each new handset or headset must be registered to the telephone base before use. You must register each handset or headset separately.

To register a cordless headset to this telephone system, please refer to the user's manual of the cordless headset for more details. To register a cordless handset, see below.

The handsets provided within your product box are already registered as **HANDSET 1** and so forth. Additional handsets are assigned numbers in the sequential order they are registered (up to **HANDSET 12**).

Add and register handsets (optional)

To register a handset:

1. Make sure the handset is out of the telephone base or charger and shows **Put handset on BASE to register** before you begin registration.
2. Put the handset you wish to register on the telephone base cradle, not the charger.
3. The handset displays **Registering handset...**, and the telephone base screen displays **Registering... Please wait**. It takes about 90 seconds to complete the registration process. The screens display **HANDSET X Registered** (X represents the registered handset number), and beeps when registration completes.



If registration fails, the system will automatically try to register again. If it fails after the third try, the handset displays **Registration failed**, then **Put handset on BASE to register**. The telephone base screen displays **Registration failed** and then returns to the idle screen. This may take up to 5 minutes to occur. When the handset displays **Put handset on BASE to register**, please start again from Step 1 above.

NOTES:

- You cannot register a handset if any other system handset is in use.
- If you try to register more than 12 handsets to the telephone base, the telephone base shows **Registration slots are full** and sounds 2 beeps.

Deregister handsets

If you want to replace a handset or reassign the designated handset number of a registered handset, you must deregister all the handsets and then individually register each handset again.

To make deregistration easier, read all of the instructions on this page before you begin.

Deregister all handsets

To deregister all handsets:

1. Make sure that all handsets are out of the telephone base and chargers before you begin deregistration.
2. Press and hold **☎/HANDSET LOCATOR** on the telephone base for about 10 seconds. The telephone base shows **Registering handsets.... Please wait** for 5 seconds, then it shows **Deregister all devices?** Release **☎/HANDSET LOCATOR**.
3. Quickly press **☎/HANDSET LOCATOR** again or press **YES**. You must press **☎/HANDSET LOCATOR** or **YES** within 5 seconds. If the telephone base returns to the idle screen, start again with Step 1 above.
4. The telephone base shows **Please wait...** and then returns to the idle screen. All system handsets show **Put handset on BASE to register** and you hear a confirmation tone when the deregistration completes. The deregistration process takes about 10 seconds to complete.
5. After deregistering, register each handset again individually. See **Adding and registering handsets (optional)** on page 100.



NOTES:

- If the deregistration process fails, you may need to reset the system and try again. To reset, unplug the power from the telephone base and plug it back in.
- You cannot deregister the handsets if any other system handset is in use.
- Even if the battery is depleted, you can still deregister the handsets by following the steps above.
- If in Step 2 above you already have 12 registered handsets, the telephone base shows **Registration slots are full** and sounds 2 beeps. Continue holding **☎/HANDSET LOCATOR** until **Deregister all devices?** displays.

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**.

I cannot pair my cell phone to the telephone base.

- Make sure you have cellular coverage.
- Make sure your cell phone is compatible with your **TL96273/TL96373/TL96473/TL96323**. Check the Bluetooth compatibility list at **www.telephones.att.com**.
- Make sure the Bluetooth function of your cell phone is turned on. See the user's manual of your cell phone for more information.
- Make sure that you set your cell phone to search for devices.
- If the **TL96273/TL96373/TL96473/TL96323** is in your cell phone device history list, delete it and try pairing again.
- Carefully follow the pairing instructions on pages 14-15 and make sure that your cell phone is not connected to any other Bluetooth device.
- Turn off your cell phone, then turn it on again.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

I cannot pair my headset to the telephone base.

- Make sure that your Bluetooth headset is in discoverable mode when pairing with the telephone base. See the user's manual of your headset for more information on how to set your headset to discoverable mode.
- Make sure your headset is compatible with your **TL96273/TL96373/TL96473/TL96323**. Check the Bluetooth compatibility list at **www.telephones.att.com**.
- Carefully follow the pairing instructions on pages 16-17 and make sure that your headset is not connected to any other Bluetooth device.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

I cannot connect my cell phone with the telephone base.

- Make sure that the Bluetooth function of your cell phone is turned on. See the user's manual of your cell phone for more information.
- Make sure that your Bluetooth cell phone is not connected to any other Bluetooth device.
- Turn off your cell phone, then turn it on again.
- Make sure that your cell phone is on the active devices list.

Troubleshooting

- For some cell phones, you must authorize the **TL96273/TL96373/TL96473/TL96323** device in your cell phone's Bluetooth feature. See the user's manual of your cell phone for more information.
- Manually connect your cell phone to the **TL96273/TL96373/TL96473/TL96323**. Refer to the user's manual of your cell phone for more information.

I cannot connect my headset with the telephone base.

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

I cannot put my headset in discoverable mode.

- Refer to the user's manual of your headset for information on how to set your headset to discoverable mode.
- Make sure that the headset is not connected to any other Bluetooth device in order to successfully pair and connect to the telephone base.
- Carefully follow the pairing process on pages 16-17.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

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

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

My cell phone disconnects with the telephone base.

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

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

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

Bluetooth system busy appears on the display.

- Make sure that your cell phone is not in use when connected and on the active devices list.
- Make sure that your cell phone or headset is not connected to any other Bluetooth device.
- **TL96273/TL96373/TL96473/TL96323** can only use one Bluetooth device at a time.

Troubleshooting

The PIN on the telephone base does not work.

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

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

- Make sure that your cell phone's volume is not too low or muted.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in.
- Turn off your cell phone, then turn it on again.

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

- During a cell call, if the listening volume is too loud or quiet, try changing the volume on your cell phone. On some cell phones, changing the volume on the cell phone effects your cell call volume on the **TL96273/TL96373/TL96473/TL96323**.

I cannot download contacts from my cell phone to my TL96273/TL96373/TL96473/TL96323.

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

I see duplicate entries in my downloaded directory.

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

Some of my cell phone contacts were not imported to my TL96273/TL96373/TL96473/TL96323.

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

Can the TL96273/TL96373/TL96473/TL96323 help the poor cell phone reception in my house?

- If your cell phone has poor reception in your home, the **TL96273/TL96373/TL96473/TL96323** cannot improve the reception. However, if you have a location in your house with better reception, you can leave your cell phone in that location while you use **TL96273/TL96373/TL96473/TL96323** cell line. In order for this to work, the cell phone must be within 30 feet of the telephone base for optimal performance.

Troubleshooting

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

- During a cell call, if the listening volume is too loud or quiet, try changing the volume on your cell phone. On some cell phones, changing the volume on the cell phone affects your cell call volume on the **TL96273/TL96373/TL96473/TL96323** handset.

My phone doesn't work at all.

- Make sure the power cord is securely plugged in.
- Make sure that the battery connector is securely plugged into the handset.
- Make sure the telephone line cord is securely and firmly plugged into the telephone base and the telephone wall jack.
- Charge the battery in the handset for at least 11 hours. For optimum daily performance, return the handset to the telephone base or charger when not in use.
- If the battery is depleted, charge the handset for at least 30 minutes before you use it. Refer to page 8 for details.
- Reset the telephone base. Unplug the electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the handset and telephone base to reset.
- You may need to purchase a new battery. Please refer to **Battery installation and charging** (pages 6-8) in this user's manual.

I cannot get a dial tone.

- First try all the suggestions above.
- Move the handset closer to the telephone base. You might have moved out of range.
- Disconnect the telephone base from the telephone jack and connect to a different phone. If there is no dial tone on that phone either, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).
- Your line cord may be defective. Install a new telephone line cord.

Troubleshooting

I cannot dial out.

- Try all the suggestions in **I cannot get a dial tone** on page 105.
- Make sure you have a dial tone before dialing. The handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.
- Eliminate any background noise. Noise from a television, radio or other appliances may cause the phone to not dial out properly. If you cannot eliminate the background noise, first try muting the handset before dialing, or dialing from another room in your home with less background noise.
- Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

My handset isn't performing normally.

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

The handset registration is unsuccessful.

Follow the steps below to register the handset again.

1. Make sure the handset is out of the telephone base or charger and shows **Put handset on BASE to register** before you begin registration.
2. Put the handset you wish to register on the telephone base cradle, not the charger.
3. The handset displays **Registering handset...**, and the telephone base screen displays **Registering... Please wait**. It takes about 90 seconds to complete the registration process. The handset displays **HANDSET X Registered** (X represents the registered handset number), and beeps when registration completes.

Refer to **Add and register handsets** on page 100 for details.

Troubleshooting

Out of range OR no power at base appears on my handset.

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

The batteries do not hold a charge.

- If the handset is in the charger and the charge light does not come on, refer to **The charge light is off** (page 110) in this **Troubleshooting** guide.
- Charge the battery in the handset for at least 11 hours. For optimum daily performance, return the handset to the telephone base or charger when not in use.
- If the battery is depleted, it may take approximately 30 minutes to charge the handset before it shows **Low battery**, refer to page 8 for details.
- You may need to purchase a new battery. Please refer to **Battery installation and charging** (pages 6-8) in this user's manual.

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

- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone line cord and the telephone wall jack (see page 7). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your cordless phone by installing your new telephone base as far as possible from any other existing cordless telephone system that may already be installed.
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.

Troubleshooting

- If your phone is plugged in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your phone to a higher location. The phone may have better reception when installed in a high area.
- Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).


I experience poor sound quality when using the speakerphone.

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

I hear other calls while using my phone.

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

While on a call or playing messages, there is too much noise, or the voice sounds tinny, shrill or flat.

- While on a call or playing messages, press the **EQ**  button on the handset until you find the settings that sounds the best (page 44).

Troubleshooting

My handset does not ring when I receive a call.

- Make sure that the ringer is not turned off. Refer to **Ringer volume** on page 32 in this user's manual.
- Make sure the telephone line cord is plugged securely into the telephone base and the telephone jack. Make sure the power cord is securely plugged in.
- The handset may be too far from the telephone base.
- Charge the battery in the handset for at least 11 hours. For optimum daily performance, return the handset to the charger when not in use.
- You may have too many extension phones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other phones.
- The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably to a higher location.
- Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).
- Test a working phone at the phone jack. If the other phone has the same problem, the problem is the phone jack. Contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- Completely remove the battery. Replace the battery and place the handset in the telephone base. Wait for the handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.
- Your line cord might be defective. Try installing a new line cord.

Troubleshooting

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

- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or surge protector, plug the phone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone base to a higher location. The phone may have better reception when installed in a high area.
- If the other phones in your home are having the same problem, the problem is in your wiring or local service. Contact your telephone service provider (charges may apply).
- Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should stop speakerphone operation and return to normal handset mode.
- When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party press **MUTE/DELETE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE/DELETE** to turn the microphone on.

The charge light is off.

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

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 phone.
- The caller must be calling from an area that supports caller ID.
- Both your and your caller's telephone service providers must use caller ID compatible equipment.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone line cord and the telephone wall jack (see page 7). 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 companies use compatible equipment.

Voicemail and show on the display and I don't know why.

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

I cannot retrieve voicemail messages.

- Your telephone has both a built-in answering system and voicemail indication. They are independent features and each alerts you to new messages differently (page 93). If you subscribe to voicemail service from your telephone service provider (charges may apply), contact your telephone service provider for more information on how to access your voicemail.

I am receiving incomplete messages.

- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after the maximum recording time you have set (see **Recording time** on page 92).
- If the caller pauses for longer than 7 seconds, the system stops recording and disconnects the call.
- If the system's memory becomes full during a message, the system stops recording and disconnects the call.
- If the caller's voice is very soft, the system may stop recording and disconnect the call.

Troubleshooting

I am having difficulty in hearing messages.

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

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

- Make sure the answering system is on. When the answering system is on, **ANS ON** should show on the handset and the **☐ ANS ON** light is lit on the telephone base (page 84).
- If toll saver is selected (page 89), the number of rings changes to two when there are new messages waiting.
- If the memory is full or the system is off, the system answers after 10 rings.
- In some cases, the answering system is affected by the ringing system used by the telephone service provider.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (page 93). To determine how many rings activate your voicemail, please contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

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

- You need to set the date and time (page 22).

The answering system does not respond to remote commands.

- Make sure to enter your remote access code correctly (page 99).
- Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.
- The answering system may not detect the remote access code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- There may be interference on the phone line you are using. Press the dial pad keys firmly.

Troubleshooting

The answering system does not record messages.

- Make sure the answering system is on (page 84).
- 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 (page 93). To determine how many rings activate your voicemail, please contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

The outgoing announcement is not clear.

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

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

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

Troubleshooting

Common cure for electronic equipment:

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

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

Taking care of your telephone

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

Avoid water

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

Electrical storms

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

Cleaning your telephone

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

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL. 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. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
- Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- Install this product in a protected location where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- If this product does not operate normally, read the **Troubleshooting** section on pages 102-114 of this user's manual. If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** section on pages 120-121. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- Replace batteries only as described in your user's manual (pages PB-8). Do not burn or puncture batteries — they contain caustic chemicals.
- The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

CAUTION: Use only the power adapter 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 . 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 1.0. 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.

Appendix 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 will retain the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer returns the repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. How long is the limited warranty period?

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

4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without a valid proof of purchase (see item 6 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, please dial **1 (866) 288-4268**.

NOTE: Before calling for service, please review the user's manual. A check of the PRODUCT's controls and features might save you a service call.

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

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

You must:

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

7. Other limitations

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

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

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

Please retain your original sales receipt as proof of purchase.

Technical specifications

RF frequency band	1921.536MHz — 1928.448MHz
Channels	5
Operating temperature	32°F — 122°F 0°C — 50°C
Telephone base voltage (AC voltage, 60Hz)	96 — 129 Vrms
Telephone base voltage (AC adapter output)	6VDC @600mA
Handset battery	2.4 VDC 400mAh, AAAx2, Ni-MH
Charger voltage (AC adapter output)	6VAC @300mA
Operating times*	Talk time (handset): up to 7 hours Talk time (speakerphone): up to 5 hours Standby: up to 7 days

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

DECT 6.0 digital technology

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

Telephone operating range

This cordless telephone operates within the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and telephone base can communicate over 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.

Redefining long range coverage and clarity

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

HD audio

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

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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.



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

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

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

Fold here.

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

TL96273/TL96373/TL96473/TL96323
DECT 6.0 cordless telephone/answering system with
BLUETOOTH® wireless technology

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