

Chapter 13 **User Manuals**

Overview

The *AT&T Local Service Customer Location User Manual* is included in this chapter.



AT&T Digital Broadband Customer Guide



All Equipment, as defined in your AT&T Digital Broadband Services Agreement (the "Agreement"), is and shall remain the property of AT&T, and may be removed by AT&T at any time the service is disconnected, or at any reasonable time AT&T desires to make an exchange or modification of such Equipment as further outlined in the Agreement.

AT&T Digital Broadband: One Big Connection for Your Home Communication Needs

Congratulations! You Made the Right Choice

As an AT&T Digital Broadband customer, you have one company that serves all your home communication needs, with the convenience of one monthly bill and one number to call for customer service. It's all yours as an AT&T Digital Broadband customer—high speed Internet access as well as local and long distance service—with the superior service you expect from AT&T.

This booklet is your guide to the wide range of services available as an AT&T Digital Broadband customer. If you have questions or need support, AT&T Digital Broadband customer service representatives are ready to assist you.

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Getting Started

Looking for answers to questions about your high speed Internet access or phone service?

Look no further. If this guide doesn't address all your questions, our customer service representatives are available to help you with answers or troubleshooting. We have all the information you may need, so give us a call.

**AT&T Digital Broadband
Customer Service
1-877-ATT-DGTL
(1-877-288-3485)**

Here are the basics—from directions on placing calls and finding phone numbers to information on billing.

Domestic Calls from Home

- For calls within your own area code, just dial the 7- or 10-digit phone number.
- For calls outside your area code, dial 1 + the area code + the 7-digit phone number.

Operator-Assisted Calls

To make a collect person-to-person, or operator-assisted call from anywhere within the United States, dial 1-800-CALL-ATT® (1-800-225-5288) when you are away from home, or simply dial 0 from home.

Service Additions

If you would like additional services, AT&T Digital Broadband representatives are ready to assist you at 1-877-ATT-DGTL (1-877-288-3485).

International Calls from Home

- To place the call yourself, dial 011+ the country code + the phone number
- If you don't know the country code, or wish to have an AT&T Operator place the call for you, simply dial 0.

911 Emergency Calls

For emergency police, fire, or medical assistance:

1. Dial 911.
If 911 is not available, dial 0.
2. Follow the 911 operator's instructions.

You can dial 911 free of charge from any phone.

Note: 911 should be used only in emergency situations in which there is immediate danger to life, health, or property. For non-emergency situations, please contact the police, fire department, or medical authorities at the number listed in your phone book, or call Directory Assistance.

AT&T 00 Info Directory Assistance

- Simply dial 00 from home to find any listed number in the U.S., whether it's local or long distance, even when you don't have the exact name or location.
- When you're away from home, dial 1-800-CALL-ATT®, follow the prompts, and use your CALL ATT Calling Card or major credit card for billing.

Trying to find a friend's new home phone number or the number for the hotel where you're staying on your business trip? Here's where you'll find the assistance you need.

Calls Away from Home: Calling Card and Credit Card Calls

These services make it easy to stay in touch. Whether you're calling home to find out what you need to pick up at the grocery store or calling the office from the airport, you're always within reach.

Your CALL ATT™ Calling Card can be used for all calls, not just long distance. If you don't have a CALL ATT™ Calling Card, or if you'd like to order additional cards, call 1-877-ATT-DGTL (1-877-288-3485). There is no charge to receive the card.¹

To place a call with your CALL ATT™ Calling Card or credit card:

1. Dial 1-800-CALL-ATT® (1-800-225-5288).
2. Listen for the AT&T tone, then press 1.
3. Listen for and follow the simple, step-by-step calling instructions.

Here are some time-saving tips when using your CALL ATT™ Calling Card or credit card:

- Press # to place the next call without hanging up.
- Press #123 to leave a message if the line is busy or not answered.
- Press * to correct a mistake when dialing.

1. When calling from your home, AT&T Digital Broadband supports only AT&T-branded calling cards. Currently, other telephone company calling cards are not supported by this service.

AT&T Digital Broadband - High Speed Internet Access

AT&T Digital Broadband high speed Internet access offers the following:

- “Always On”¹ access to the Internet, with no dialing, and no busy signals.
- Browse the Web up to 12 times faster than typical modems.
- Multiple Internet connections and phone calls on the same line at the same time.²
- Share printers and files, or enjoy multiple player gaming with a compatible in-home network.

PC Equipment Requirements

The following are minimum customer PC requirements:

- CPU
 - Windows 95®: Pentium class processor or higher
 - Windows 98®: Pentium class processor or higher
- Memory
 - Windows 95®: 16 megabytes (MB)
 - Windows 98®: 32 megabytes (MB)
- One free PCI slot or parallel port adapter
- CD-ROM drive
- Display - VGA or higher resolution
- Mouse or pointing device
- Operating system installation disks or CD-ROM must be available

To learn more about AT&T Digital Broadband high speed Internet access, call an AT&T Digital Broadband representative at 1-877-ATT-DGTL (1-877-288-3485).

1. To sustain “Always On” status, users must initiate one Internet action within each 24-hour period.

2. Assumes more than one PC in the home. Each PC requires additional hardware and software.

About Your AT&T Bill

Your AT&T bill will include the following information:

- A toll-free number for service and billing inquiries 1-877-ATT-DGTL (1-877-288-3485)
- The date the bill was calculated (bill-rendered date)
- The payment due date
- Internet¹ charges
- An itemized list of long distance charges for the service period covered by the bill, including monthly service charges listed by date incurred.

Calling Conveniences and Standard Features

Your AT&T Digital Broadband package includes many features.

If you would like to add additional features to your AT&T Digital Broadband at any time, just call Customer Service at 1-877-ATT-DGTL (1-877-288-3485).

AT&T Digital Broadband

Residential service includes the following features:

- Touch-Tone Dialing²
- One residential listing in the telephone directory per telephone number
- Unlimited local service
- Local toll service
- Long distance service
- Selected calling features: Call Waiting, Caller ID, and Three-Way Calling

1. Internet charges are only applicable to AT&T WorldNet® Service subscribers.

2. AT&T Digital Broadband supports only touch-tone equipment.

Included Calling Features

Your AT&T Digital Broadband includes the selected features described below.

Don't Miss a Call: Call Waiting

A special tone signals you if there's an incoming call while you're already on the phone. When you hear the tone, briefly press and immediately release the telephone switch hook (dial tone button) or flash button. This will put the first call on hold while you answer the second call. To return to the first call (and to switch back and forth), simply press and release the switch hook or flash button again.

To temporarily deactivate Call Waiting so that you will not be interrupted by a Call Waiting signal during a particular call, dial *70 from a touch-tone phone and wait for a second dial tone before placing your call. Call Waiting will automatically be reactivated for new incoming calls when you hang up.

Call Waiting makes sure you don't miss a call when you're already on the phone.

Always Know Who's Calling: Caller ID

Now you can see the name and phone number of each incoming call automatically displayed on a special unit. The unit also shows the date and time of the call (if available) and is activated simply by following the instructions that accompany the unit.¹

Note: Caller ID will not identify calls from pay phones, some cellular phones, areas without advanced switching capabilities, or if the calling party blocks their number.

Whether you have roommates, run a business from home, or have teenagers constantly receiving calls, Caller ID lets you know who is calling and when you're away, Caller ID will tell you what calls you missed when you return.

1. You must purchase the display unit through a telephone equipment supplier.

Now you can have a conversation with two people simultaneously, any time you want. This feature is perfect when you have good news to share or you just feel like having a reunion over the phone.

Talk to Two Parties at Once: Three-Way Calling

1. When you're on the phone with one person, briefly press and release the switch hook or flash button.
2. When you hear a series of short beeps and then a dial tone, dial the number of the second person who will be on the call.
3. When the second person answers, press and release the switch hook or the flash button to reconnect the first person and start the three-way call.

Note: Your call will stay connected if either of the other parties hangs up. As the host, only you can end the call—when you hang up, the other parties are also disconnected.

Additional Features Available

To upgrade your service to include any of these additional features, just call 1-877-ATT-DGTL (1-877-288-3485).¹

Speed Dialing 30

To setup your speed dial list:

1. Dial *75 from a touch-tone phone.
2. When you hear a second dial tone, dial your selected speed dial code (any number between 20 through 49) followed by the 7- or 10-digit telephone number (1+10 digits for long distance calls).
3. Press # and listen for several short tones that will confirm your entry.
4. Repeat the process for each additional number (up to a total of 30 numbers).
5. When you want to call one of these numbers, simply pick up your phone and press the preset two-digit code, and your call will be connected.

To change a number on your Speed Dialing list, simply follow the steps above and enter the new telephone number using the same speed dial code.

Now you can quickly place a call just by dialing a two-digit code. Speed Dialing 30 can store up to 30 different local or long distance phone numbers.

1. Monthly service, per use charges, and/or long distance charges apply.

Repeat Dialing will continue to try a number for you if the number is busy or if there is no answer the first time you dial it—such as when you're trying to reach a box office the first day tickets go on sale. Now your world doesn't have to stop while you're waiting to get through!

Repeat Dialing

1. Dial the number you're trying to reach from a touch-tone telephone.
2. If the line is busy or there is no answer, hang up then pick up the phone again and dial *66.
3. Repeat Dialing will dial the number every 60 seconds for up to 30 minutes and will signal you with a special call-back ring when the line is clear and your call is ready to go through.
4. Pick up the phone to complete the connection.

To cancel all outstanding feature requests at any time before the 30 minutes are up, pick up the phone and dial *86. After an announcement tells you this feature has been deactivated, simply hang up.

Call Return

With Call Return, you can dial the last number that called you, whether you answered the call or not.

1. Dial *69 after any incoming call. An announcement will provide the calling number (if available) and time of the last incoming call. To activate Call Return for the number, press 1 any time during the announcement.
2. If the line is busy, Call Return will check the line for the next 30 minutes and alert you with a special call-back ring as soon as the line is clear and your call can be put through. In the meantime, you can place or receive other calls as usual.
3. When you hear the special call-back ring, just pick up the phone to be connected.
4. To cancel Call Return at any time before the 30 minutes are up, just pick up the phone and dial *89. When you hear an announcement confirming that your Call Return request has been deactivated, simply hang up.

If you've ever rushed to answer the phone only to have it stop ringing when you get to it, you'll appreciate the convenience of this feature!

Distinctive Ring Service

1. To setup your Distinctive Ring service, simply dial *61 to reach an interactive menu.
2. Follow the prompts to enter the telephone numbers you wish to receive a distinctive ring, and press # after entering each number.
3. To activate the feature, press 3.
4. To deactivate the feature, simply dial *81. The telephone numbers you have already entered will remain in the system, ready to be re-activated any time you dial *61.

Take the guesswork out of who should answer the phone when it rings. With Distinctive Ring Service, you can select up to twelve incoming-call phone numbers that will each have a distinctive ring.

Call Forwarding

Several Call Forwarding options are available with AT&T Digital Broadband.

This service automatically forwards every incoming call to another number you specify (up to 32 digits).

Call Forwarding - Variable

1. Dial *72 and listen for the second dial tone.
2. Enter the number to which you want your calls forwarded (up to 32 digits).
3. When prompted, verify the number by pressing 1.
4. To activate, press 3 and then hang up.
5. To deactivate, simply dial *73.

Note: You must follow these steps each time you use Call Forwarding. The forwarding number is not saved.

Call Forwarding - Remote Access lets you activate, deactivate, and change the features of Call Forwarding when you're away from home. You'll receive a PIN when you sign up for the service. If you wish to change or reset your PIN, simply call us.

Call Forwarding - Remote Access

1. Dial the appropriate access number for your home area code (listed here), then dial your 10-digit telephone number and PIN.

Area Code	Access Number
214	214-306-0001
972	214-306-0002
469	469-557-9898
817	817-841-9898
940	940-297-9898

2. Dial *72 and listen for the second dial tone.
3. Follow the prompts and enter the number to which you want your calls forwarded (up to 32 digits).

Note: You must follow these steps each time you wish to use Call Forwarding - Remote Access.

Call Forwarding - Selective

1. Dial *63 and follow the instructions to review the list, change, or enter a new number you can forward.
2. Enter the 10-digit telephone number (1 + 10 digits for long distance calls) to which incoming calls from your pre-selected numbers are to be forwarded, and follow the prompts to confirm it.
3. Alternatively, enter the telephone numbers on the screening list that are to be forwarded, and press # after each one.
4. After you've finished your list, listen for the announcement confirming that Call Forwarding - Selective has been activated and hang up.
5. To deactivate, simply dial *63.

This service automatically forwards only incoming calls from the telephone numbers you select. Calls from any other telephone number will not be forwarded. You can program up to 12 different telephone phone numbers.

Call Forwarding - No Answer

1. To activate the feature, simply dial *92, listen for the confirmation tone, and hang up after you hear a dial tone.
2. To deactivate the feature, dial *93, listen for the confirmation tone, and hang up after you hear a dial tone.

This service automatically forwards your incoming calls to another phone (i.e., cellular phone) if you don't pick up after 20 seconds. You can combine Call Forwarding - No Answer with Call Forwarding - Busy Line.

Note: Calls forwarded to your cellular phone will be billed to you at your cellular phone's contract price.

Call Forwarding - Busy Line automatically forwards any incoming call to the number you select. When your line is busy you can combine Call Forwarding - Busy Line with Call Forwarding - No Answer.

Call Forwarding - Busy Line

1. To activate this feature, simply dial *90, listen for the confirmation tone, and hang up after you hear a dial tone.
2. To deactivate this feature, dial *91, listen for the confirmation tone, and hang up after you hear a dial tone.

Note: Calls forwarded to your cellular phone will be billed to you at your cellular phone's contract price.

Call Screening allows you to reject incoming calls from up to 12 dialing numbers you select.

Call Screening

1. Dial *60 and follow the instructions to activate or deactivate the feature and to update or change the list of numbers you wish to reject.
2. To activate the feature, press 3.
3. Dial *80 to automatically deactivate the feature.

If you want to reject an incoming call marked as Private (i.e., you don't have the number of the caller), you may add it to the screen list after receiving such a call. Simply dial #01# to add the last incoming call to your screen list during the screen list editing session.

Anonymous Call Rejection allows you to automatically reject incoming calls from a number that has Caller ID Blocking or is marked "Private."

Anonymous Call Rejection

- To activate this feature, dial *77.
- To deactivate the feature, dial *87.

Caller ID Blocking - per Line

Once you subscribe to this feature, your telephone number will no longer be displayed when you call someone who has Caller ID.

To deactivate this feature on a per call basis:

1. Pick up the phone and listen for a dial tone.
2. Press *82 and wait for another dial tone.
3. Complete the call as usual.
4. When you hang up, your Caller ID Blocking is automatically re-connected for the next call.

You can keep your phone number and name anonymous to any party you call. If the receiving party has Caller ID, they simply see the words "Private" or "Anonymous".

Caller ID Blocking - per Call

With this feature, you can block your telephone number from displaying on any call you make. Otherwise, it will be displayed as usual.

To initiate Caller ID Blocking for a call you are about to place:

1. Pick up the receiver and listen for a dial tone.
2. Press *67 and wait for another dial tone.
3. Complete the call as usual.

Note: To activate this feature, you must follow these steps for each call on which you want to use Caller ID Blocking.

You can use Caller ID Blocking on a per call basis.

If you ever receive a harassing or threatening phone call, you now have the ability to trace the call.

Call Trace

To activate the Call Trace feature:

1. Hang up immediately from the offensive phone call.
2. Wait 10 seconds, pick up the handset, and dial *57.
3. If the call trace is successful, you will receive instructions on how to deliver the call trace information to the local law enforcement authorities. If the call trace was not successful, you will receive an error message.

With this feature, incoming long distance calls have a special ring to distinguish them from local calls.

Long Distance Alert

With this feature, incoming long distance calls have a special ring to distinguish them from local calls. The long distance ringing pattern contains three rings. If you also have Call Waiting, an incoming long distance call will provide a distinctive call waiting tone with three beeps.

Inside Wire Maintenance Plan

If you have the AT&T Digital Broadband Inside Wire Maintenance Plan, call 1-877-ATT-DGTL (1-877-288-3485) to report a problem with your inside wiring and we'll send a technician to fix the problem at no additional charge to you.

If you choose not to subscribe to the plan and there's a problem with your inside wiring, you're responsible for arranging and paying for repairs. To repair the inside wiring, you can:

- Call 1-877-ATT-DGTL (1-877-288-3485) to arrange for AT&T Digital Broadband to perform the repairs; you will be billed for the time necessary to complete the repairs.
- Hire a contractor to do the work.
- Perform the repairs yourself.

If you're not sure whether or not your AT&T Digital Broadband plan includes the Inside Wire Maintenance Plan¹, or if you want to sign up for it, just call 1-877-ATT-DGTL (1-877-288-3485).

Restricted Service

You can prevent your phone from being used to make or receive certain types of calls, including collect calls, calls billed to a third party, international calls, local-toll and long distance calls, operator calls, and directory assistance calls². For more information or to order Restricted Service, call 1-877-ATT-DGTL (1-877-288-3485).

1. The AT&T Digital Broadband Inside Wire Maintenance Plan covers only telephone wiring that is in working condition at the time you sign up.
2. 900 and 976 calls are blocked for all customers.

AT&T Provided Equipment

AT&T provided equipment may be Model OD-CLRUDD6AXX or Model ID-CLATD41AXX. Please refer to these model numbers when contacting AT&T Digital Broadband Customer Service.

Model OD-CLRUDD6AXX



**Network Interface
Device
(Junction Box)**



**Remote Unit
(Antenna)**



**Uninterruptible
Power Supply
(UPS)**

Refer to Appendix A for troubleshooting and safety information about Model OD-CLRUDD6AXX.

Model ID-CLATD41AXX and Model OF2PCSR30



Indoor Unit



**Outdoor Unit
(Antenna)**

Refer to Appendix B for troubleshooting and safety information about Model ID-CLATD41AXX and Model OF2PCSR30.

Appendix A

Troubleshooting and Safety Information for Model OD-CLRUDD6AXX

Finding the Source of a Problem with Your Phone

One of the many advantages of AT&T Digital Broadband is easy maintenance. Because we use digital wireless technology, you no longer have to worry about problems with outside wiring. This reduces service repair to possibilities such as your telephone itself or the inside wiring.

You're just one phone call away from helpful solutions. Whether you're looking for more information about AT&T Digital Broadband features, experiencing difficulty with your phone, or need to reach emergency assistance, we're here to help.

**AT&T Digital Broadband
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Special Conditions

This table provides possible solutions to special conditions you may encounter.

Condition	Possible Cause	Action to Take
No dial tone	Phone off hook	Check all telephones to verify they are on hook. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	No power	Ensure the power cord is plugged into the UPS and the power outlet is active. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.

Condition	Possible Cause	Action to Take
Noisy telephone line	Faulty inside wiring	If equipment, such as a fax machine or PC, have been added to the circuit, disconnect and check if the problem is resolved. If there is more than one phone, determine if the problem is on all phones. Try another phone to determine if the phone model is causing the problem. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
Dial tone present but unable to initiate telephone call	Faulty telephone	Replace telephone. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	Pulse dial telephone	Switch to the tone dial feature of your current telephone, if available, or replace with a tone dial telephone. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
No high speed data service	Unit in error mode	Contact AT&T Digital Broadband Customer Service.
	No power	Ensure the power cord is plugged into the unit and the power outlet is active. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.

General and Safety Precautions

Retain and follow all safety and operating instructions for this product. Observe all warnings on the product and in the operating instructions.



Warning: In addition to proper usage and operation, the following are some basic precautions that should always be followed when operating or placing objects within close proximity to equipment:

- Heed all service markings. Do not service any AT&T product yourself. Opening or removing covers that are marked with a warning label may expose you to electric shock. Components inside these compartments should only be serviced by AT&T.
- Do not place or construct objects in close proximity to the Remote Unit.
- Do not paint the Remote Unit.
- Do not disconnect, reroute, or otherwise modify the grounding cable or other cables connected to the equipment.

Appendix B

Troubleshooting and Safety Information for Model ID-CLATD41AXX and Model OF2PCSR30

You're just one phone call away from helpful solutions. Whether you're looking for more information about AT&T Digital Broadband features, experiencing difficulty with your phone, or need to reach emergency assistance, we're here to help.

**AT&T Digital Broadband
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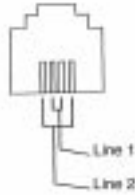
Finding the Source of a Problem with Your Phone

One of the many advantages of AT&T Digital Broadband is easy maintenance. Because we use digital wireless technology, you no longer have to worry about problems with outside wiring. This reduces service repair to possibilities such as your telephone itself or the inside wiring.

Frequently Asked Questions

Information in this section assumes your inside wiring is installed as shown in this figure.

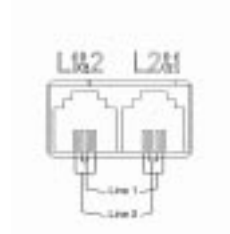
Inside Wiring Telephone Connection



Note: Some locations may not have wiring available for Line 2.

The Indoor Unit has two telephone connectors, or jacks, as shown below: L1&2 and L2&1.

Indoor Unit Telephone Connectors



Note: The center pair of wires indicate the active line.

How do I connect a Fax Machine or a one-line telephone to Line 2?

Connect the Fax or telephone¹ directly to the L2&1 jack on the back of the Indoor Unit, if convenient, or to the Line 2 jack of a splitter plugged into any wall telephone jack. If you have any problems, contact AT&T Digital Broadband Customer Service.

How do I connect a two-line telephone and have the Line 1 number ring Line 1?

Connect the L1&2 jack on the back of the Indoor Unit to any wall telephone jack and plug the two-line telephone to any other wall telephone jack in the house. If you have any problems, contact AT&T Digital Broadband Customer Service.

Can I connect a two-line telephone to have the Line 1 number ring Line 2?

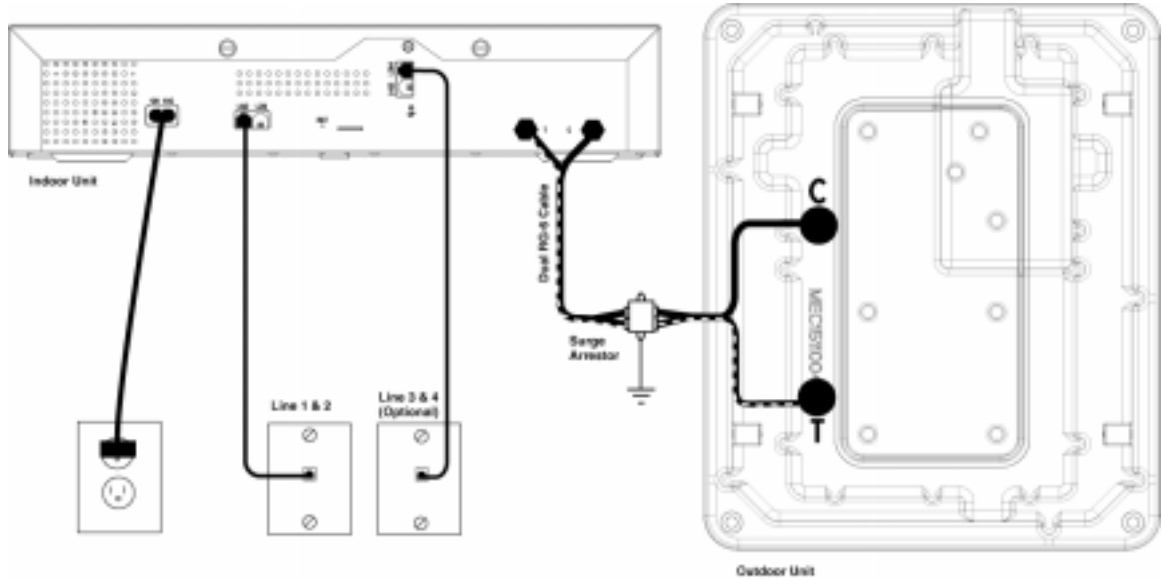
Yes, you can. Connect the L2&1 jack to a wall telephone jack. Calling the Line 1 number will cause Line 2 to ring on any telephone plugged into the wall telephone jack in the house. If you have any problems, contact AT&T Digital Broadband Customer Service.

1. All customer-supplied equipment (such as telephones, fax machines, modems, etc.) must comply with FCC regulations, Chapter 47, Parts 2, 15, 24, and 68, regarding attachment of equipment to the telephone network. Due to variances in the manufacturers product design, some equipment may not work properly.

How do I reconnect the dual RG-6 cable to the Indoor Unit if it is inadvertently disconnected?

Connect the lettering side of the dual RG-6 cable to the “T” connector on the back of the Indoor Unit as shown in this figure.

Customer Location Equipment Interconnections



How do the telephone connections work if I have three or four lines?

If you have three or four lines, you will have L3&4 and L4&3 jacks on the back of the Indoor Unit. These jacks function identically to the L1&2 and L2&1 jacks for Line 1 and Line 2 respectively. High-speed data connectivity to your personal computer, however, is only available on Line 1 and Line 2.

Note: You will lose phone service if you disconnect the dual RG-6 cable from the Indoor Unit.

Special Conditions

This table provides possible solutions to special conditions you may encounter.

Condition	Possible Cause	Indicator Light	Action to Take
Indicator light off	No power	Off	Ensure the power cord is plugged into the unit and the power outlet is active. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
Indicator light yellow	No AC power	Yellow	The Indoor Unit is currently running on battery power. Ensure the power cord is plugged into the unit and the power outlet is active. Also check the circuit breaker for a tripped switch. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
Indicator light red	Communication to Outdoor Unit malfunctioning	Red	The dual coaxial cable between the Indoor Unit and the Outdoor Unit should never be removed. If you have disconnected these cables at any time, verify that they have been reconnected as indicated in the Customer Location Equipment Interconnections drawing on page 24. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	Error	Red	Contact AT&T Digital Broadband Customer Service.

Condition	Possible Cause	Indicator Light	Action to Take
No dial tone	Phone off hook	Green	Check all telephones to verify they are on hook. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	No power	Off	Ensure the power cord is plugged into the unit and the power outlet is active. If this does not resolve the issue, contact AT&T Digital Broadband customer service.
	Inside wiring not connected to unit	Green	Unplug the telephone cable from the L1&2 and L2&1 connectors. Plug a telephone directly into the L1&2 connector at the back of the unit. If you get a dial tone, check your home inside wiring. If you do not get a dial tone, contact AT&T Digital Broadband Customer Service.
Noisy telephone line	Faulty inside wiring	Green	Unplug the telephone cable from the L1&2 and L2&1 connectors. Plug a telephone directly into the L1&2 connector at the back of the unit. If the line clears up, check your home inside wiring. If equipment, such as a fax machine or PC, have been added to the circuit, disconnect and check if the problem is resolved. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
Dial tone present but unable to initiate telephone call	Faulty telephone	Green	Replace telephone. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	Pulse dial telephone	Green	Switch to the tone dial feature of your current telephone, if available, or replace with a tone dial telephone. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.

Condition	Possible Cause	Indicator Light	Action to Take
No high speed data service	Unit in error mode	Red	Contact AT&T Digital Broadband Customer Service.
	No power	Off	Ensure the power cord is plugged into the unit and the power outlet is active. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	No connection between PC HomeLAN card and Indoor Unit	Green	First verify that the HomeLan card and software have been installed correctly (refer to HSD User's Guide). Ensure that the <i>connect</i> indicator on the PC HomeLan card is on. If not, unplug the telephone cable from the L1&2 and L2&1 connectors. Plug the PC HomeLan card directly into the L1&2 connector at the back of the Indoor Unit. If you get the <i>connect</i> light, there is a problem with your home inside wiring. Attempt to connect with PC at a different outlet. If you are still unable to connect, contact AT&T Digital Broadband Customer Service.

General and Safety Precautions

Retain and follow all safety and operating instructions for this product. Observe all warnings on the product and in the operating instructions.



Warning: In addition to proper usage and operation, the following are some basic precautions that should always be followed when operating or placing objects within close proximity to equipment:

- Heed all service markings. Do not service any AT&T product yourself. Opening or removing covers that are marked with a warning label may expose you to electric shock. Components inside these compartments should only be serviced by AT&T.
- Avoid placing or installing radiators, heat registers, stoves, and other similar products near the Indoor Unit.
- Do not place or construct objects in close proximity to the Outdoor Unit.
- Do not paint the Outdoor Unit.
- Do not disconnect, reroute, or otherwise modify coaxial cables connecting to the Indoor Unit, Outdoor Unit, or the surge arrester or you will lose telephone service.
- Do not disconnect, reroute, or otherwise modify the grounding cable or other cables connected to the surge arrester.
- Do not place objects weighing more than 100 lbs. on the desktop version of the Indoor Unit.
- Do not use the wall-mounted Indoor Unit as a shelf or step.
- Do not hang items on the wall-mounted Indoor Unit.
- Do not remove the cover of the Indoor Unit.
- Only AT&T service personnel should replace batteries in the Indoor Unit.
- Do not block ventilation holes on the Indoor Unit.



Caution: In addition to proper usage and operation, the following are some basic precautions that should always be followed when operating or placing objects within close proximity to the Indoor Unit:

- Do not use a telephone to report a gas leak while you are in the vicinity of the leak.
- Do not connect or use a modem or telephone (other than a cordless type) during a lightning storm. There may be a remote risk of electric shock from lightning.
- Unplug the Indoor Unit from the electrical outlet and refer servicing to AT&T under the following conditions:
 - The power cord, extension cord, or plug is damaged.
 - A liquid has been spilled or an object has fallen onto the Indoor Unit.
 - The Indoor Unit has been exposed to rain or water.
 - The Indoor Unit has been dropped or damaged.
 - The Indoor Unit does not operate normally when you follow the operating instructions.

**For more information about AT&T Digital Broadband,
call us at 1-877-ATT-DGTL (1-877-288-3485).**

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