



at&t

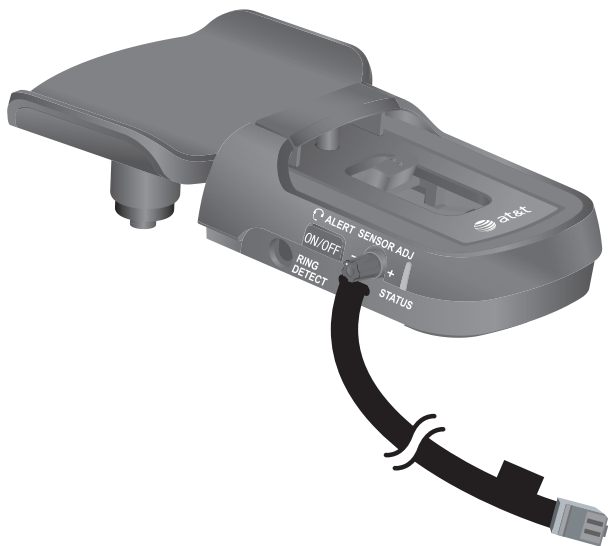
User's manual

**TL7000**

**Handset lifter**

**for use with AT&T model**

**TL7610**



# Congratulations

on your purchase  
of this AT&T product.

Before using this AT&T product, please read the

## **Important safety information**

on page 22 of this manual. Please thoroughly read the user's manual for all the feature operations and troubleshooting information necessary to install and operate your new AT&T product. You can also visit our website at **[www.telephones.att.com](http://www.telephones.att.com)**

or call **1 (800) 222-3111**.

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

Model #: TL7000

Type: Handset lifter

Serial #: \_\_\_\_\_  
(found on the bottom of the handset lifter)

Purchase date: \_\_\_\_\_

Place of purchase: \_\_\_\_\_

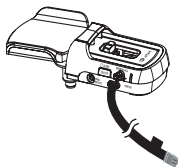
Save your sales receipt and original packaging in case it is necessary to return your handset lifter for warranty service.

# Parts checklist

Check to make sure the handset lifter package includes the following items:



User's manual



Handset lifter



Optional external  
ring detector



Telephone line cord  
(4 conductor) with  
an orange label



Large lifter pad



Anti-slip pad



Color label  
(light blue)

User's manual

# TL7000

## Handset lifter

### for use with AT&T model

# TL7610



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## Quick reference guide - Handset lifter

### **ALERT ON/OFF**

Turns the ring detector on or off. When the ring detector is off, the cordless headset does not receive call alert tones.

### **Lifter arm**

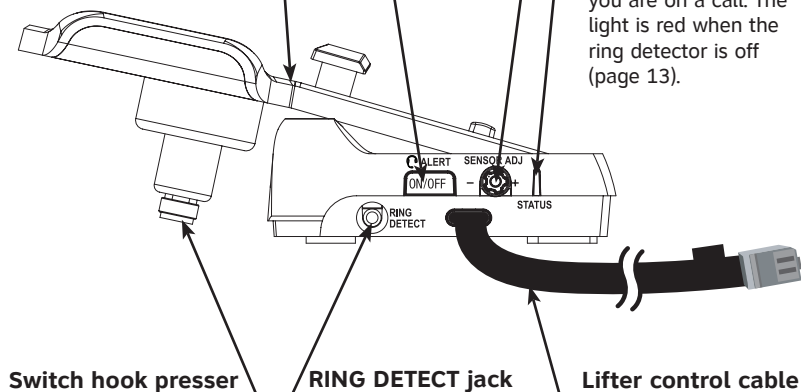
Holds the corded telephone handset.

### **SENSOR ADJ knob**

Adjusts the sensitivity of the ring detector (page 12).

### **STATUS light**

The light quickly flashes when there is an incoming call that the ring detector senses. The light flashes slowly when the switch hook presser is raised and you are on a call. The light is red when the ring detector is off (page 13).



### **Switch hook presser**

When **LIFTER MODE** is on, pressing the **ON/OFF** key on the headset raises and lowers the switch hook presser, and holds down the switch hook when the phone is not in use.

### **RING DETECT jack**

Insert the optional external ring detector here (page 11).

### **Lifter control cable**

This cable is hard wired into the lifter and plugs into the **LIFTER** jack on the headset base.

## Quick reference guide - Handset lifter

### **Small lifter pad**

Holds the earpiece of the corded telephone handset.

### **Lifter arm height control**

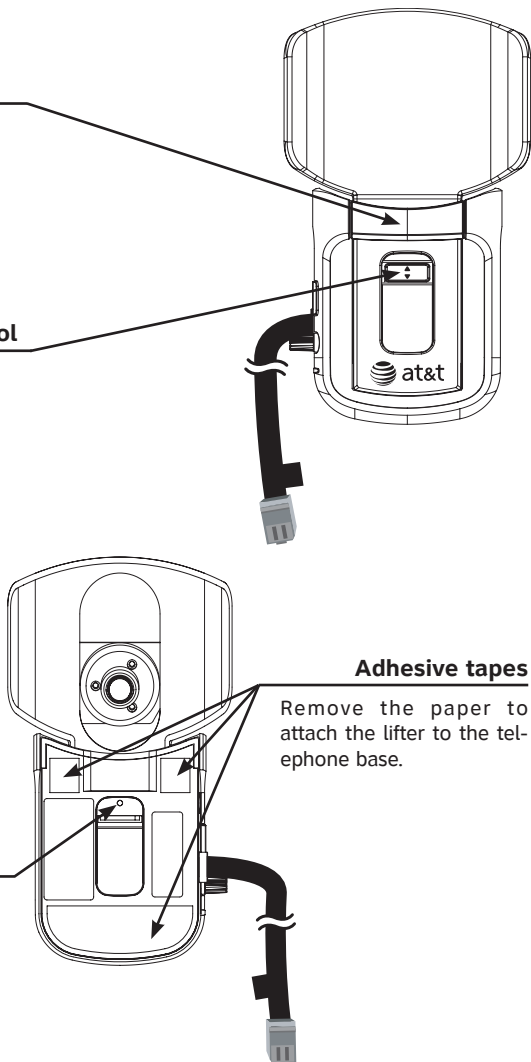
Pushes ▲/▼ to adjust the height of the lifter arm.

### **Internal ring detector**

Senses the ringing of the telephone and sends a call alert tone to the headset earpiece.

### **Adhesive tapes**

Remove the paper to attach the lifter to the telephone base.

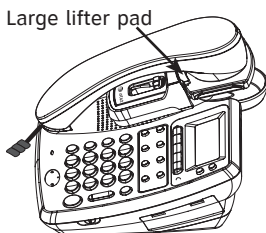
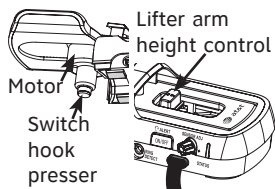


## Handset lifter installation

The TL7000 handset lifter (lifter) works with the TL7610 cordless headset to provide a complete communication solution. The lifter raises and lowers the handset to make and end phone calls. The ring detector provides an incoming call indication through the cordless headset, so you can answer calls even if you are away from the telephone base. The lifter works with most corded telephones.

### Lifter installation

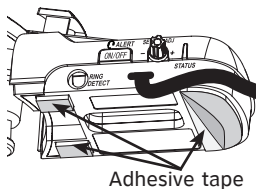
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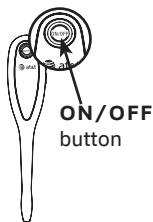
1. Make sure the pre-set lifter arm height control, the motor, and the switch hook presser are positioned as shown on the left before performing the following installation.
2. Keep the bottom of the handset mouthpiece on the corded telephone cradle while you pick up the handset. Place the earpiece against the small lifter pad.
3. Lower the handset with the lifter. Make sure that the switch hook presser is above the area of the switch hook. If not, you have an option to add a large lifter pad (provided, see page 5).
4. Once you have completed these adjustments, take note and mark the position where the lifter is positioned on the telephone.



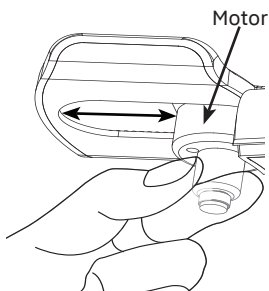
## Handset lifter installation



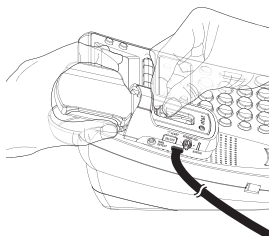
Adhesive tape



ON/OFF  
button

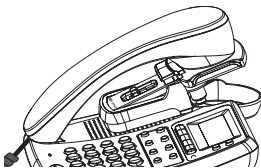


Motor



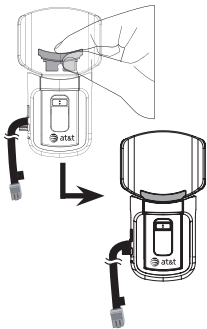
- Pick up the lifter, turn it over, and peel the paper from the adhesive tape.
- Carefully return the lifter to the same position that you noted before and press down.
- Follow the headset base installation steps on pages 6-10.
- Remove the handset from your telephone.
- Press **ON/OFF** on the headset and listen for the dial tone. Make sure the switch hook presser is in its non-extended condition.
- Adjust the motor back and forth (as shown on the left) to set the switch hook presser just above the switch hook.
- Press down on the lifter arm until the switch hook presser firmly touches the switch hook on the telephone. Then slide the lifter arm height control down one notch at a time. Stop adjusting when you hear the dial tone from the headset or handset earpiece, or when you see the telephone's line indicator light.

## Handset lifter installation



12. Place the telephone handset on the lifter arm.
13. Test to make sure the hook is correctly operated by pressing the **ON/OFF** button on the headset.

It may take some adjustments and testing to find the right position for the lifter. For the lifter to work properly, the switch hook must release completely when you press the **ON/OFF** button on the headset. The switch hook must also be pressed all the way when you press the **ON/OFF** button on the headset.



### Installation of large lifter pad (optional)

If the small lifter pad cannot hold the corded handset steady, you can attach a large lifter pad (provided) to enlarge the contact area.

1. Hold the large lifter pad in front of the small lifter pad, as shown.
2. Insert the large lifter pad into the two front gaps of the small lifter pad.

### Installation of anti-slip pad (optional)

The anti-slip pad (provided) helps prevent your corded handset from slipping from the lifter.

1. Position the anti-slip pad on the lifter arm in the center front of the lifter pad.
2. Peel the paper from the adhesive tape.
3. Carefully return the anti-slip pad to its previous position and rest your corded handset on the lifter.

Adhesive tape



## Handset lifter installation

### Connect the headset base

---

The cords provided with your lifter have colored labels attached to help you plug them into the headset base. The back of the headset base has color-coded dots above the jacks, and the jacks' names on the rear bottom plastic piece of the headset base that correspond to the colored labels on the cords (see Figure 1 below).

You may attach the light blue label to the end of your telephone curly handset cord that you will plug into the headset 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. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

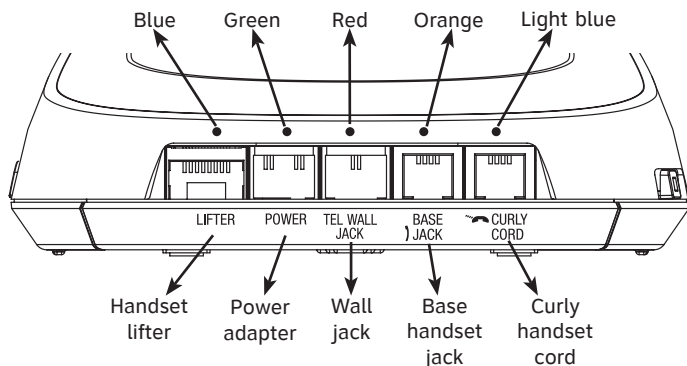


Figure 1: Rear view of the headset base connections

# Handset lifter installation

Before installing the headset base:

Remove the rear bottom piece of the headset base by pushing it away from the base (as shown in Figure 2).

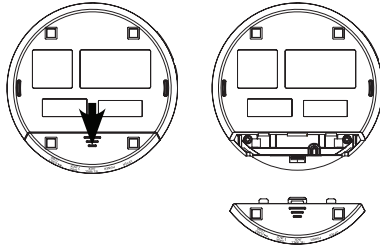


Figure 2

Install the headset base as shown on pages 8-10.

After completing the headset base installation, slide the rear bottom piece towards the base until it clicks into place (as shown in Figure 3).

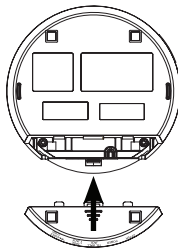


Figure 3

## Handset lifter installation

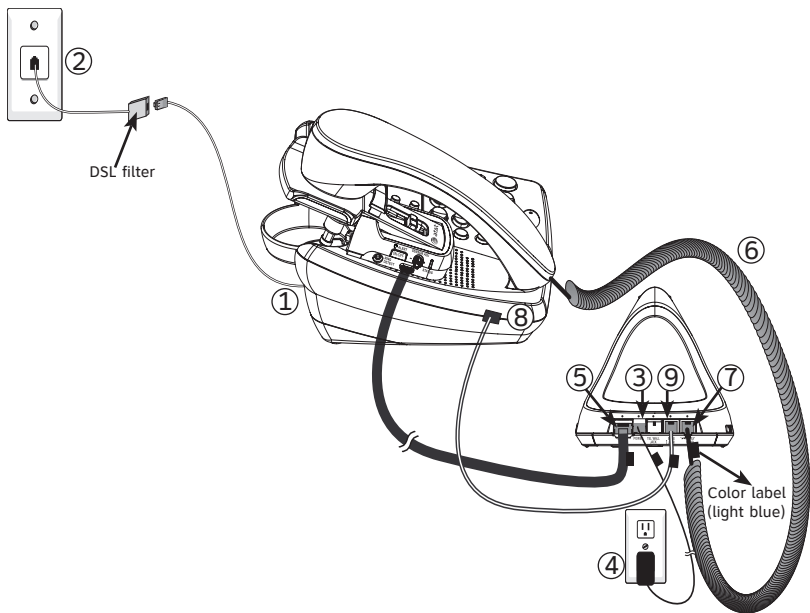


Figure 4: The headset base connections  
(The numbers in this figure correspond to the steps on page 9.)




**NOTE:** For complete instructions on using the headset base, please refer to the manual provided with your TL7610/TL7611 product, or visit

**[www.telephones.att.com](http://www.telephones.att.com)** to download the manual.

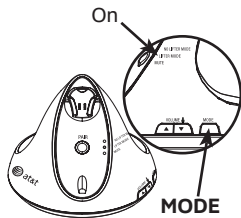
## Handset lifter installation

### **Headset base installation with lifter (see Figure 4)**

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1. Plug one end of the telephone line cord (provided with your telephone) into the telephone jack.
2. Plug the other end of the telephone line cord into the wall jack.
3. Make sure the small end of the power adapter is plugged into the green **POWER** jack on the headset base.
4. Plug the large end of the power adapter into a power outlet not controlled by a wall switch.
5. Plug the lifter control cable into the blue **LIFTER** jack on the headset base.
6. Unplug the curly handset cord from the telephone.
7. Plug the curly handset cord into the light blue  **CURLY CORD** jack on the headset base.
8. Plug one end of the telephone line cord (provided with the lifter) into the base handset jack on the telephone where the curly handset cord was plugged in.
9. Plug the other end of the line cord into the orange **BASE ) JACK** on the headset base.
10. Continue to adjust the lifter audio on the headset base (see page 10), and then go to step 8 on page 4 to complete the rest of the lifter installation.

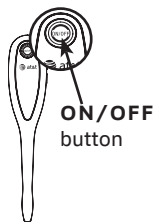
## Handset lifter installation



### Adjust lifter audio

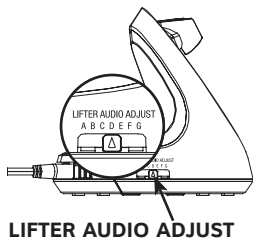
---

1. Make sure that the **LIFTER MODE** light on the headset base is on. Press the **MODE** button on the headset base to change the mode.



2. Put the headset next to your ear. (AT&T model TL7610 or TL7611).

3. Press **ON/OFF** on the headset and listen for the dialing tone. If there is no dialing tone or buzzing noise, slide the **LIFTER AUDIO ADJUST** on the side of the headset base from **A to G** until the dialing tone is clear.

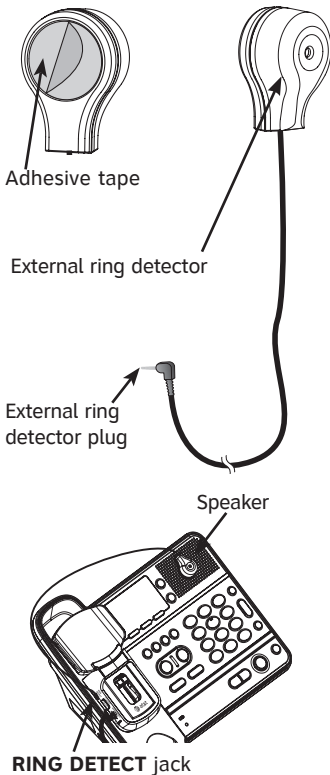


4. If the dial tone is not clear, repeat step 3 above until you find the clearest dial tone.

## About internal and external ring detectors

The internal or external ring detector senses the telephone ringing and sends a call alert tone to the headset earpiece.

If you installed the TL7000 lifter over the top of the corded phone's speaker, then the internal ring detector senses the telephone ringing. However, if your corded phone's speaker is located somewhere else on the phone, stick the optional ring detector to the speaker as shown below.

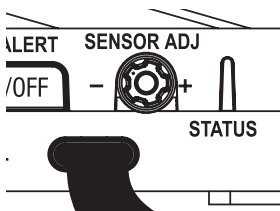


### Install the external ring detector

1. Insert the external ring detector plug into the **RING DETECT** jack on the lifter.
2. Remove the paper from the adhesive tape on the external ring detector.
3. Stick the external ring detector near the center of the corded phone's speaker.



## About internal and external ring detectors

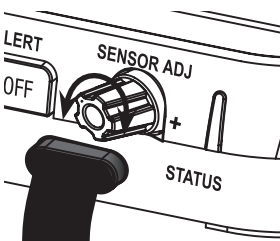


### Adjust the sensitivity level

The default setting of the ring detector works with most corded telephones. However, the ring detector might need some adjustments to recognize less common telephone ring tones.

To adjust the ring detector sensitivity while the telephone is ringing:

- Turn the **SENSOR ADJ** knob clockwise to increase the sensitivity.
- Turn the **SENSOR ADJ** knob counterclockwise to decrease the sensitivity.



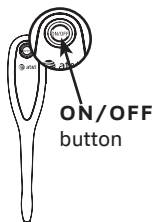
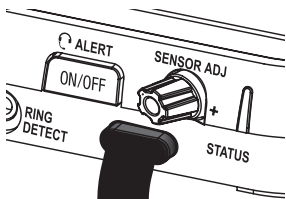
When the ring detector senses the telephone ringer correctly:

- The **STATUS** light on the lifter flashes quickly when the phone rings.
- The detector sends the call alert tone to the headset earpiece.

### Headset incoming alert tone

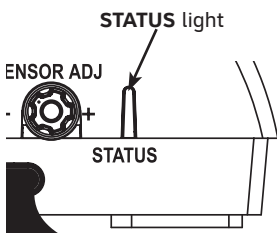
- The ring detector senses the telephone ringing with an incoming call and transmits a call alert tone to the headset earpiece.

## About internal and external ring detectors



- Press the **ALERT ON/OFF** button on the lifter to turn the ring detector on or off. The **STATUS** light is blue when the ring detector is turned on. The **STATUS** light is red when the ring detector is turned off.
- When you turn the ring detector off, the incoming alert tone is not sent to the headset(s). The **ON/OFF** light on the headset still flashes when there is an incoming call.

### STATUS light



- The light is blue when the lifter is not in use and the ring detector is turned on.
- The light is red when the lifter is not in use and the ring detector is turned off.
- The light quickly flashes in blue when the ring detector senses an incoming call.
- The light flashes slowly in blue when the lifter is in use and the ring detector is turned on.
- The light flashes slowly in red when the lifter is in use and the ring detector is turned off.

## Handset lifter operation

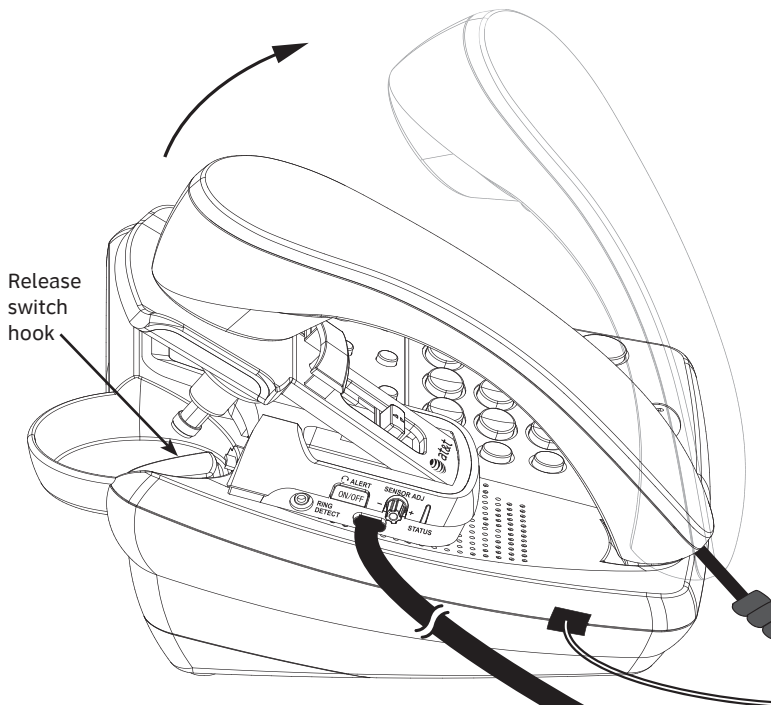
After successful installation of the handset lifter, press the **MODE** button on the headset base until the **LIFTER MODE** light turns on.

### **Make a call with the corded handset**

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As indicated in the figure, lifting the handset causes the lifter arm to raise and release the switch hook.

You will hear a dial tone through the handset. You can dial normally using the telephone dial pad.

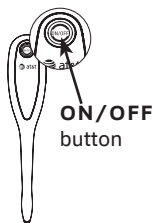


## Handset lifter operation

### Make and answer calls with the handset lifter and cordless headset

---

You can use the cordless headset to make calls, answer calls and end calls without using the corded handset.



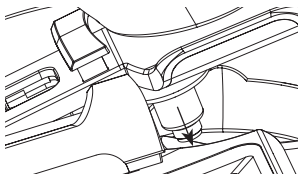
#### Answer a call

- Press **ON/OFF** on the headset to answer an incoming call. The switch hook presser on the lifter raises and releases the switch hook on the corded telephone. You will hear the caller through the headset earpiece.



#### Make a call

1. Press **ON/OFF** on the headset. The switch hook presser on the lifter raises and releases the switch hook. You will hear a dial tone in the headset earpiece.
2. Dial the phone number using the telephone or an accessory remote dial pad (AT&T model TL7601, sold separately).



#### End a call

- Press **ON/OFF** on the headset to end a call. The switch hook presser on the lifter pushes down the switch hook on the corded telephone. Your call is ended at the same time.

## Handset lifter operation

### **Make and answer calls with a multi-line telephone and a handset lifter**

---

#### Make a call

1. Press **ON/OFF** on the headset. You will hear a dial tone in the headset earpiece.
2. To change to a different phone line, you need to select the line on your telephone.
3. Dial the phone number using the telephone or an accessory remote dial pad (AT&T model TL7601, sold separately).

#### Answer a call

- Press **ON/OFF** on the headset to answer an incoming call.

The headset answers the phone line that is ringing. The headset does not indicate which phone line you are answering.

If you are on a call and you receive a call on another phone line, you cannot answer the new call from the headset.

#### End a call

- Press **ON/OFF** on the headset to end a call.



**NOTE:** For complete instructions on using the cordless headsets or remote dial pad, please refer to the manual provided with your TL7601/TL7600/

TL7610/TL7611 product, or visit **[www.telephones.att.com](http://www.telephones.att.com)** to download the manual.

## Troubleshooting

If you have difficulty with your handset lifter, please try the suggestions below. For Customer Service, visit our website at **[www.telephones.att.com](http://www.telephones.att.com)**, or call **1 (800) 222-3111**. In Canada dial **1 (866) 288-4268**.

The switch hook presser of the lifter doesn't raise at all.

- Make sure **LIFTER MODE** is selected on the headset base.
- Make sure the lifter control cable is securely plugged into the **LIFTER** jack on the headset base.
- Make sure all cords and the telephone line cord are securely connected to the proper sockets.
- Make sure your corded telephone has power.
- Make sure your headsets and remote dial pad are charged and registered to the headset base. (For registration instructions, please refer to the manual provided with your TL7600/TL7610/TL7611/7601 product, or visit **[www.telephones.att.com](http://www.telephones.att.com)** to download the manual.

## Troubleshooting

When I press **ON/OFF** on the headset, the handset lifter is lifted, but the call is not connected or I do not hear a dial tone.

- First try all the suggestions above.
- When using the handset lifter, make sure **LIFTER MODE** is selected on the headset base and the telephone line cord is connected to the telephone line jack on the back of the corded phone.
- The handset lifter may not be lifted high enough to release the switch hook. Try to adjust the height of the handset lifter by sliding the lifter arm height control up or down until it reaches the desired angle. Adjust the switch hook presser so that the switch hook is released when the lifter arm raises.
- If you connect the telephone line cord to the **TEL WALL JACK** on the headset base while **LIFTER MODE** is selected, then you cannot make a call.
- You should adjust the lifter audio first. During a call, slide the **LIFTER AUDIO ADJUST** on the side of the headset base from **A to G** until you obtain good sound quality.
- If the previous suggestions don't work, disconnect the telephone base from the telephone jack and connect a different phone. If there is no dial tone on that phone either, the problem is in your wiring or local service. Contact your local telephone company.
- Your line cord might be malfunctioning. Try installing a new line cord.



## Troubleshooting

I cannot dial out in **LIFTER MODE**.

- First try all the suggestions above.
- Make sure you have a dial tone before dialing. The corded handset or headset 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.

---

My corded phone is ringing, but I do not hear the call alert tone.

- Make sure **LIFTER MODE** is selected on the headset base.
- Make sure that the  **ALERT ON/OFF** on the lifter is on. If the  **ALERT ON/OFF** is off, there are no call alert tones in the headset.
- If the speaker of your corded phone is not located under the lifter, install the optional external ring detector. See page 11 for instructions.
- It may be necessary to adjust the sensitivity of the ring detector. See page 12 for instructions.
- If used, make sure the external ring detector is pushed all the way into the plug on the handset lifter.
- Make sure all cords and the telephone line cord are plugged into the appropriate outlets.
- Make sure your headset is charged.



## Troubleshooting

The other party cannot hear my voice during a call.

- If you are using a handset lifter, you should adjust the lifter audio first. During a call, slide the **LIFTER AUDIO ADJUST** on the side of the headset base from **A to G** until the good sound quality is obtained.
- 

Nothing happens when I move the **LIFTER AUDIO ADJUST** switch.

- When the handset lifter is used, make sure **LIFTER MODE** is selected on the headset base and the headset is in use (pressing **ON/OFF** on the headset and the **LIFTER MODE** light on the headset base flashes). Slide the **LIFTER AUDIO ADJUST** on the side of the headset base from **A to G** until the dial tone is clear.

## Maintenance

### **Taking care of your handset lifter**

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

### **Avoid water**

- Your lifter can be damaged if it gets wet. Do not use the lifter outdoors in the rain, or handle it with wet hands. Do not install the lifter 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 handset lifter**

- Your lifter has a plastic casing with a metal motor implanted. For your own safety, please disconnect all the cables from the lifter, clean it only with a soft cloth slightly dampened with water or a mild soap to apply on the plastic part. The motor should not be cleaned.
- 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 lifter should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL. Then pull the units 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

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- **Read and understand all instructions in the user's manual. Observe all markings on the product.**
- **Avoid using this product during a thunderstorm.** There may be a slight chance of electric shock from lightning.
- **Do not use this product in the vicinity of a gas leak.** If you suspect a gas leak, report it immediately, but use this product away from the area where gas is leaking.
- **Do not use this product near water, or when you are wet.** For example, do not use the lifter 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 is dried thoroughly.
- **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- **If this product does not operate normally, see the Troubleshooting section on pages 17-20 of this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** on pages 23-26. 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.

## 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, visit **www.telephones.att.com** or call **1 (800) 222-3111**. 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 will repair or replace 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 defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer’s option, is your exclusive remedy. The manufacturer will return repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

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### 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

## Limited warranty

- PRODUCT returned without 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.

### 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, call **1 (866) 288-4268**. NOTE: Before calling for service, please review the user's manual; a check of the PRODUCT controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. The manufacturer will return repaired or replaced PRODUCT under this limited warranty to you. 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 will notify you and will request 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

## Limited warranty

- 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 may 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 may 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 may not apply to you.

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

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