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User's manual

983

Two-line speakerphone



Congratulations

on purchasing your
new AT&T product.

Before using this AT&T product, please
read the **Important product information**
on pages 26-27 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**
or call **1 (800) 222-3111**.
In Canada, dial **1 (866) 288-4268**.

Model #: 983

Product name: Two-line speakerphone

Serial #: _____

(found on the bottom of the telephone base)

Purchase date: _____

Place of purchase: _____

You must install the battery before using the telephone.



STOP!

See page 5
for easy instructions.

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**.



CAUTION: To reduce the risk of fire or injury to persons or damage to the telephone, read and follow these instructions carefully:

- Use four AA alkaline batteries (purchased separately).
- Do not dispose of the battery in a fire. Like other batteries of this type, it could explode if burned. Check with local codes for special disposal instructions.
- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to eyes or skin. It may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit. Do not allow conductive materials such as rings, bracelets, or keys to touch the battery. The battery or conductor may overheat and cause harm.
- Do not disassemble your telephone. There are no user-serviceable parts inside. Refer to qualified service personnel for servicing.

983

Two-line speakerphone



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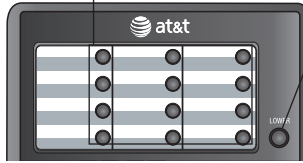
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Quick reference guide

One-touch keys

Press to dial the number stored (page 20).



LOWER

Press **LOWER**, then the desired one-touch key to dial the number stored in lower locations (page 20).

LINE 1, LINE 2

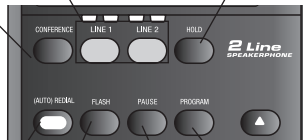
Press, then lift handset to make or answer a call on line 1 or 2 (page 12).

HOLD

Press to place call on hold (page 16).

CONFERENCE

Press to enter three-way conference call (page 17).



(AUTO) REDIAL

Lift the handset. Press to dial the last number dialed (page 13).

PROGRAM

Press to program memory dial numbers (page 19).

FLASH

During a call, press to receive an incoming call if call waiting is activated (page 15).

PAUSE

Press to insert a dialing pause (page 19).

▲ VOLUME ▼

During a call, press ▲ or ▼ to adjust listening volume (page 15).



HEADSET

Press to activate headset (page 12).

MUTE

Press to silence the microphone. Press again to resume telephone conversation (page 15).

🔊 SPEAKER

Press to turn the speakerphone on or off (begin or end a call, page 12).

Parts checklist

Save your sales receipt and original packaging in case it is necessary to ship your telephone for warranty service.

Check to make sure the telephone package includes the following:



User's manual



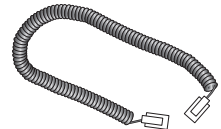
Quick start guide



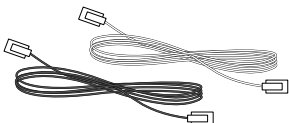
Telephone base with wall mount bracket attached



Handset



Coiled handset cord



Long black line cord (4-pin connector)
Long clear line cord (2-pin connector)

Before you install

To use this product as a two-line telephone, you must have a two-line modular wall jack or two separate one-line modular wall jacks. To use both lines of a two-line telephone, your local telephone company must provide two telephone numbers.

This product is designed to operate optimally with two telephone lines. If you choose to install only one telephone line, the telephone will continue to operate normally as long as the unused line is not selected. For example, if you press **LINE 2** when there is only one line installed and that line is connected to the **L1 or L1/L2** jack, the telephone does not function properly. Simply press **LINE 1** and begin again.

Choose a central location close to a telephone jack. The telephone base can be placed on a flat surface or mounted on a standard wall plate.

Avoid placing the telephone base too close to:

- Excessive heat sources.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of the washing machine or work bench.

Battery installation

Before using the telephone, you should install four AA alkaline batteries (purchased separately). You can use the telephone without batteries to dial and receive calls. However, the line lights and the automatic redial feature will not work, and the speakerphone and optional headset may not work properly in all conditions. To use the speakerphone without batteries, you must press and hold **SPEAKER** for one second.

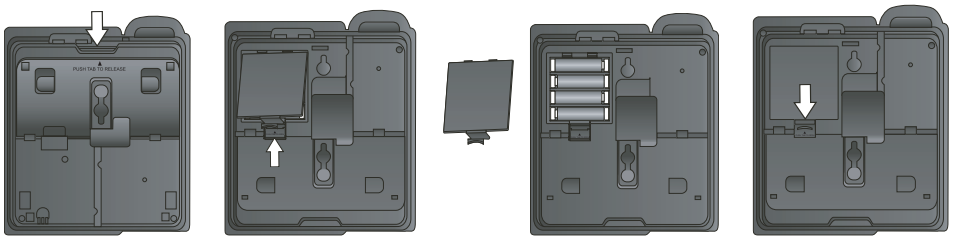


NOTES:

- If you do not install batteries, you will hear a low battery warning tone every time you lift the handset or press **SPEAKER**.
- Use disposable alkaline batteries only. Do not use rechargeable batteries.



CAUTION: Always unplug the line cord, before installing new batteries.



1. Press the tab as shown and flip into the downward position.
2. Push the tab as shown and lift to remove the battery cover. Insert four new AA alkaline batteries (purchased separately) following the polarity markings in the battery compartment.
3. Replace the battery cover.

The following symptoms indicate that the batteries in your telephone are low and need to be replaced, even though there is no low battery warning yet:

- The automatic redial feature does not work or is not working properly, or
- **HEADSET** cannot be used to make or answer calls.

If you experience either of these symptoms, try replacing the batteries following the instructions above.

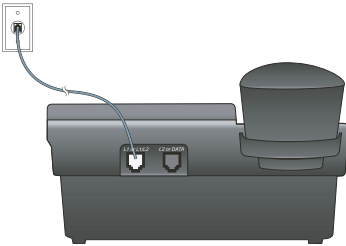
Tabletop installation

After installing the batteries, if you wish to use the telephone on a tabletop, flip the wall mounting bracket upward.

A single two-line wall jack

If there is a single two-line wall jack, use only the black (4-connector) line cord. Plug one end into the jack labeled **L1 or L1/L2** on the back of the telephone base. Plug the other end into the wall jack. Make sure the line cord is plugged firmly into the telephone base and the wall jack.

Line 1 + Line 2



1. Connect the line cord to the telephone base and wall jack.



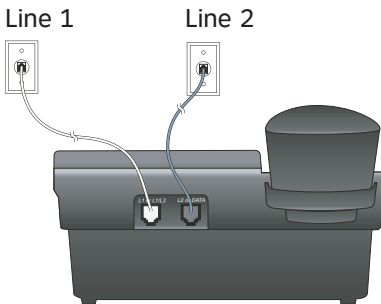
2. Plug one end of the coiled handset cord into the handset. Plug the other end into the jack on the left side of the telephone base.

i **NOTE:** This product is designed to operate optimally with two telephone lines. If you choose to install only one telephone line; the telephone will continue to operate normally as long as the unused line is not selected. If you experience difficulty, make sure you have pressed the correct **LINE** key.

Tabletop installation

Two one-line wall jacks

If there are two one-line wall jacks, use both long line cords. Plug one end of the clear line cord into the jack labeled **L1 or L1/L2** on the back of the telephone base. Then, plug the other end into the wall jack for Line 1. Plug one end of the black line cord into the jack labeled **L2 or DATA** on the back of the telephone base. Then, plug the other end into the wall jack for Line 2. Make sure the line cords are plugged firmly into the telephone base and the wall jack.



1. Connect the line cords to the telephone base and wall jacks.
2. Plug one end of the coiled handset cord into the handset. Plug the other end into the jack on the left side of the telephone base.
3. To determine which line is in use, press **LINE 1** and call one of the telephone numbers. If there is a busy signal, Line 1 is the number you called. If Line 2 rings, it is the number you called.



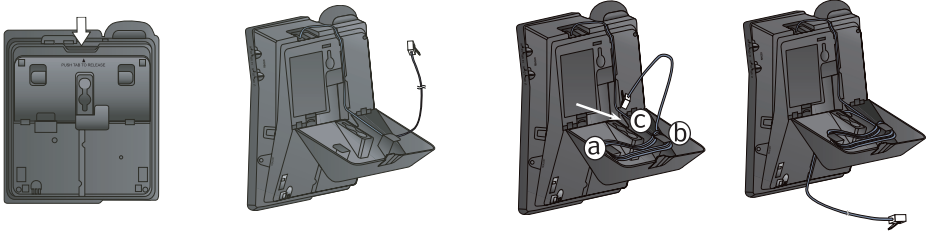
NOTE: This product is designed to operate optimally with two telephone lines. If you choose to install only one telephone line, the telephone will continue to operate normally as long as the unused line is not selected. If you experience difficulty, make sure you have pressed the correct **LINE** key.

Wall mounting

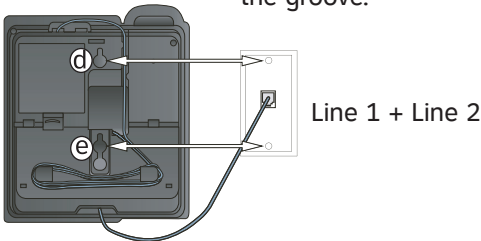
To return the bracket from the tabletop position to wall mounting, follow the directions below.

A single two-line wall jack

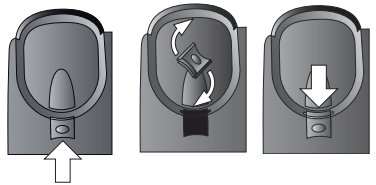
If there is a single two-line wall jack, use only the black line cord. Install the telephone as shown below:



1. Press the tab as shown and flip the bracket towards the downward position.
2. Plug one end of the black line cord into the jack labeled **L1** or **L1/L2** on the back of the telephone base. Insert the line cord into the groove.
3. Wind the line cord around the hooks **(a)** and **(b)** on the bracket. Thread the line cord through the hole **(c)**. Insert the line cord into the groove as shown.



4. Press the bracket downwards until it firmly clicks into place. Plug the other end of the black line cord firmly into the wall jack. Place the telephone mounting holes **(d)** and **(e)** just above the mounting studs, then slide the telephone base down until it is held securely.
5. When mounting the telephone on a wall, you must reverse the handset tab to hold the handset in place. Hold down the switchhook, and slide the tab up and out of its slot. Turn the tab so that the end with the lip is up. Insert the tab back into its slot.

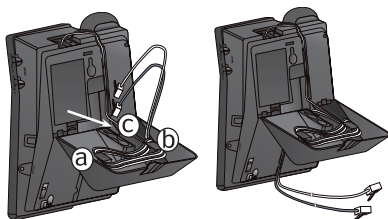
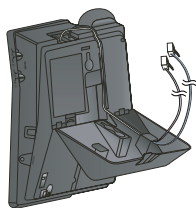
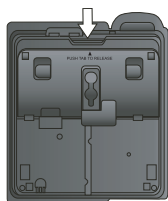


i **NOTE:** This product is designed to operate optimally with two telephone lines. If you choose to install only one telephone line, the telephone will continue to operate normally as long as the unused line is not selected. If you experience difficulty, make sure you have pressed the correct **LINE** key.

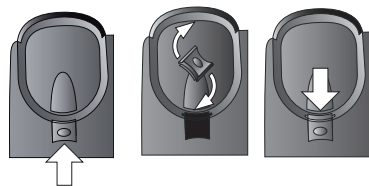
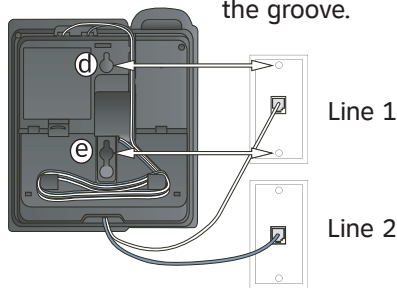
Wall mounting

Two one-line wall jacks

If there are two separate one-line wall jacks, use both line cords.



1. Press the tab as shown and flip the bracket towards the downward position.
2. Plug one end of the clear line cord into the jack labeled **L1 or L1/L2** on the back of the telephone base. Plug one end of the black line cord into the jack labeled **L2 or DATA** on the back of the telephone base. Insert the line cords into the groove.
3. Wind the line cords around the hooks **(a)** and **(b)** on the bracket. Thread the line cords through the hole **(c)**. Insert the line cords into the groove as shown.

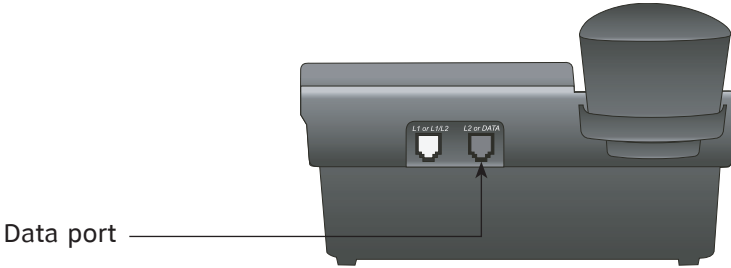


4. Press the bracket downwards until it firmly clicks into place. Then plug the free end of the clear line cord for Line 1 firmly into the Line 1 wall jack. Plug the free end of the black line cord for Line 2 firmly into the Line 2 wall jack. Place the telephone mounting holes **(d)** and **(e)** just above the mounting studs, then slide the telephone base down until it is held securely.
5. When mounting the telephone on a wall, you must reverse the handset tab to hold the handset in place. Hold down the switch-hook, and slide the tab up and out of its slot. Turn the tab so that the end with the lip is up. Insert the tab back into its slot.

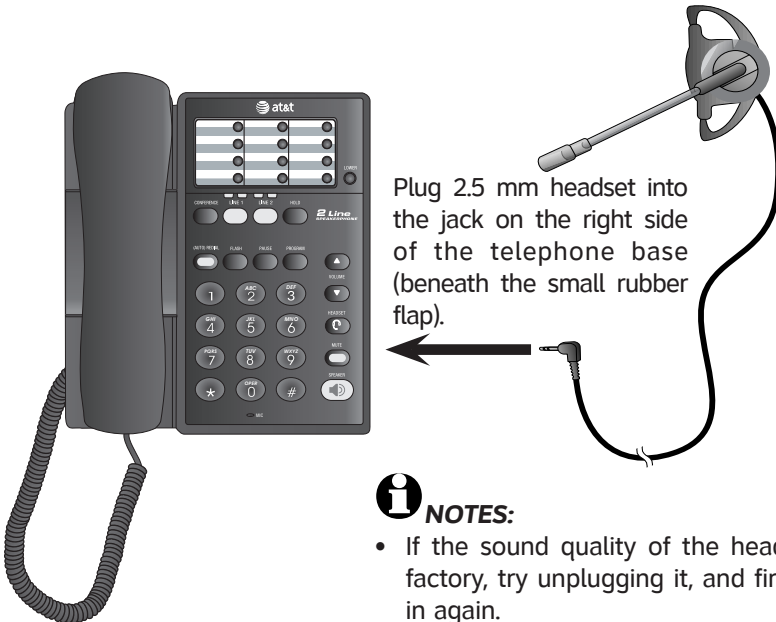
i NOTE: This product is designed to operate optimally with two telephone lines. If you choose to install only one telephone line, the telephone will continue to operate normally as long as the unused line is not selected. If you experience difficulty, make sure you have pressed the correct **LINE** key.

Data port & optional headset

If you want to connect another device (such as a modem or fax machine) to the wall jack, use the jack labeled **L2 or DATA** on the back of the telephone base. A call picked up at another extension on the line used by the data port may interrupt a fax, modem or message transmission.



For hands-free telephone conversations, use any industry standard 2.5 mm headset (purchased separately). For best results, use an AT&T 2.5 mm headset. To order an AT&T 2.5 mm headset, visit our website at www.telephones.att.com or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.



i NOTES:

- If the sound quality of the headset is unsatisfactory, try unplugging it, and firmly plugging it in again.
- Four AA alkaline batteries (purchased separately) must be installed in the telephone base for the headset to work correctly in all conditions.

Base settings

Choose dial mode

The factory default setting is **TONE**. If you do not have touch tone dialing service in your area, it will be necessary to change the setting to **PULSE**.

To set your telephone for dial pulse (rotary) service:

1. Press a **LINE** key and press **SPEAKER**.
2. Press **PROGRAM**, #, #, #, 3.

To change back to touch tone service:

1. Press a **LINE** key and press **SPEAKER**.
2. Press **PROGRAM**, #, #, #, 8.

To switch from pulse to tone dialing during a call, see **Temporary tone dialing** on page 15.



Check for dial tone

Ensure there is a handset connected to the telephone base and that the batteries are installed.

1. Lift the handset and press **LINE 1**.
2. Press **SPEAKER** or press **HEADSET** (if a headset is connected) and listen for a dial tone.

-THEN-

3. Lift the handset and press **LINE 2**.
4. Press **SPEAKER** or press **HEADSET** (if a headset is connected) and listen for a dial tone.

If there is no dial tone, refer to **Troubleshooting** on page 22.



NOTE: If you press **HEADSET** when there is no headset connected to the telephone base, ensure the batteries are properly installed, or else, there will be a warning tone.

Telephone operation

Making and answering calls

To make a call with the handset:

1. Press **LINE 1** or **LINE 2** to select a line. Lift the handset, then dial a number.
2. To end, replace the handset in the telephone base.



To make a call with the speakerphone:

1. Press **LINE 1** or **LINE 2** to select a line. Press **SPEAKER**, then dial a number.
2. To end, press **SPEAKER**.

To make a call with the headset:

1. Press **LINE 1** or **LINE 2** to select a line. Press **HEADSET** (if a headset is connected), then dial a number.
2. To end, press **HEADSET**.

You can press the other **LINE** key at any time to end a call in any mode.

To answer a call:

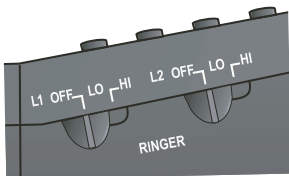
- Press the flashing **LINE** key. Then lift the handset, or press **SPEAKER**, or press **HEADSET** (if a headset is connected).

Ringer volume

The telephone ringer volume can be set to **OFF**, **LO** (low) or **HI** (high) for each line.

To change the **LINE 1 (LINE 2)** ringer volume:

- Adjust the **L1 (L2)** ringer switch on the right side of the telephone base.



i **NOTES:**

- You can dial and answer calls normally with one or both ringer switches set to off.
- Each line has its own distinctive ring.

Telephone operation

Switch between handset, headset, and speakerphone mode

While using the handset:

- Press **HEADSET** to switch to headset (if a headset is connected) or press **SPEAKER** to switch to speakerphone.

While using the headset:

- Lift the handset and the headset is automatically turned off. Or press **SPEAKER** to switch to speakerphone.

While using the speakerphone:

- Press **HEADSET** to switch to headset (if a headset is connected). Or lift the handset and the speakerphone is automatically turned off.

Last number redial

1. Press one of the **LINE** keys to select a line, then lift the handset, or press **SPEAKER**, or press **HEADSET** (if a headset is connected).
2. Press **(AUTO) REDIAL** to call the last number (up to 24 digits) dialed on that line.

Chain dialing

If the number you want to store is too long, you can split the number and store it in two or more one-touch locations (both the upper and lower locations).

To dial a number that is stored in both the upper and lower locations of a one-touch key:

1. Press one of the **LINE** keys to select a line, then lift the handset, or press **SPEAKER**, or press **HEADSET** (if a headset is connected).
2. Press the one-touch key for the number you stored.
3. Press **LOWER**, then press the one-touch again to dial the number.

To dial a number that is stored in two or more one-touch keys:

1. Press one of the **LINE** keys to select a line, then lift the handset, or press **SPEAKER**, or press **HEADSET** (if a headset is connected).
2. Press the one-touch keys consecutively to dial the number.



Telephone operation



Erase redial memory

1. Press a **LINE** key to select the line.
2. Lift the handset, or press **SPEAKER**, or press **HEADSET** (if a headset is connected).
3. Press **PROGRAM, (AUTO) REDIAL, PROGRAM**. There will be a two-beep confirmation tone.

Automatic redial

This telephone can automatically and repeatedly redial the last number you dialed.

To use automatic redial:

1. While in idle mode, press **LINE 1** or **LINE 2**.
2. Press **(AUTO) REDIAL**. You will hear the number being dialed on that line.
3. When the call is answered, lift the handset, or press **SPEAKER**, or press **HEADSET** (if a headset is connected) to stop automatic redialing and speak with the other person.

If the number dialed is busy, the telephone will disconnect after eight busy signals and will redial automatically every 40 seconds up to 10 times.

To stop automatic redialing before the call is connected:

- Press **(AUTO) REDIAL**.
- OR-
- Lift the handset and place it in the telephone base.
- OR-
- Press **SPEAKER** or **HEADSET** (if a headset is connected) twice.

To stop automatic redialing after the call is connected:

- Lift the handset and place it in the telephone base.
- OR-
- Press **SPEAKER** or **HEADSET** (if a headset is connected) twice.



NOTES:

- The automatic redial feature will not work if **CONFERENCE** or **HOLD** is pressed.
- The automatic redial feature works only when the handset is not in use and the batteries are installed.

Options while on calls

Set handset, speakerphone, headset volume

While on calls, press **↕ VOLUME** to adjust the listening volume.

There will be a triple-beep when you reach the maximum or minimum volume setting.

Mute

The mute function allows you to silence the microphone. You can hear the caller, but the caller will not be able to hear you.

To mute the call:

- Press **MUTE** to silence the microphone.

To un-mute the call:

- Press **MUTE** again and resume speaking.

Flash

Press **FLASH** to activate services such as call waiting or three-way calling. You may have to press other keys before or after pressing **FLASH** as explained in the custom-calling instructions provided by your local telephone company.

If you subscribe to call waiting service with your local telephone company, there will be a beep if there is an incoming call while already on a call.

1. Press **FLASH** to put the current call on hold and take the new call.
2. Press **FLASH** anytime to switch back and forth between calls.

Temporary tone dialing

If there is dial pulse (rotary) service, you can change from pulse to tone dialing during a call by pressing *****. This can be useful if it is necessary to send tone signals for long-distance services.

1. Press and release *****. Buttons pressed after this send touch-tone signals.
2. Dial the number.
3. After you hang up, the telephone automatically returns to dial pulse (rotary) service.



Options while on calls

Hold

To put a call on hold while on calls:

- Press **HOLD**.

You can place the handset in the telephone base after a call is put on hold. The line on hold will flash slowly in red.

To return to the call:

- Press the appropriate **LINE** key and lift the handset.

-OR-

- Press the appropriate **LINE** key then press **HEADSET** if a headset is connected.

-OR-

- Press the appropriate **LINE** key then press **SPEAKER**.



Switch between lines during a call

During a call, you can make or answer a call on the other line by pressing **HOLD**. The line on hold will flash slowly in red. Use the **HOLD** and **LINE** keys to switch back and forth between calls as often as necessary.

Examples:

While using Line 1, and Line 2 rings:

1. Press **HOLD** to put Line 1 on hold. The line on hold will flash slowly in red.
2. Press **LINE 2** to answer the other call.
3. To disconnect Line 2 and return to the first call, press **LINE 1**.

While using Line 2, Line 1 rings:

1. Press **HOLD** to put Line 2 on hold. The line on hold will flash slowly in red.
2. Press **LINE 1** to answer the other call.
3. To disconnect Line 1 and return to the first call, press **LINE 2**.

Options while on calls

Three-way conference calls

You can use both lines at the same time to set up a three-way conference call.

1. Make or answer a call and press **HOLD**. The line on hold will flash slowly in red.
2. Make a call on the other line.
3. Press **CONFERENCE**.

To end a conference call, hang up and press **HOLD** to release the **CONFERENCE** key.

If one caller hangs up during a conference call, there may be a dial tone. Press the **LINE** key of the other call to disconnect the other line and eliminate the dial tone.

Put a conference call on hold:

1. Press **HOLD** to put both lines on hold. Both lines on hold will flash slowly in red.
2. Press **CONFERENCE** to release the hold, then lift the handset, or press **SPEAKER** or **HEADSET** (if a headset is connected) and continue the conference call.

Talk privately with one caller during a conference call:

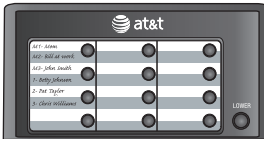
1. Press **HOLD** to place both lines on hold. Both lines on hold will flash slowly in red.
2. Press the **LINE** key of the person with whom you want to speak privately. The line remaining on hold will flash slowly in red. Then lift the handset or press **SPEAKER** or **HEADSET** (if a headset is connected).
3. Press **CONFERENCE** to release the hold and continue the conference call.

Drop one party from a conference call:

To disconnect one party from a conference call and keep the other on the line, press the **LINE** key of the call you want to keep.



Directory



Telephone numbers called most frequently can be stored in speed dial keys so that they can be dialed with only one key press.

You can enter 24 telephone numbers with up to 24 digits each. There are 12 speed dial keys and each key has two locations (upper locations and lower locations) to store two telephone numbers separately.

You may wish to write the telephone numbers stored near the speed dial key on the memory card. Remove the plastic cover and the memory card. Write the telephone numbers or names on the light gray spaces for the upper locations and the dark gray spaces for the lower locations. Replace the memory card and plastic cover.

Timeouts and error messages

If you pause for too long while creating an entry, the process will time out and it will be necessary to start again. If you store a number in a memory location that is already in use, the old number will be overwritten with the new number.

Speed dialing

To store a number in speed dial



1. Press **LINE 1** or **LINE 2** to select a line, then lift the handset, or press **SPEAKER**, or press **HEADSET** (if a headset is connected).
2. Press and release **PROGRAM**. There will be a beep.
3. Enter the telephone number you want to store (up to 24 digits) or press **(AUTO) REDIAL** to store the number last dialed. There will be a beep each time you press a key. Press **PAUSE** to include a dialing delay.
4. Press and release the desired speed dial key to store the telephone number in the upper location.

-OR-

Press and release **LOWER**, then press the desired speed dial key to store the telephone number in the lower location. There will be a two-beep confirmation tone.

5. Hang up. Press **SPEAKER** or **HEADSET**, or replace the handset in the telephone base.

If there is a series of five beeps, an error was made. Repeat steps 1-4 to store another number.



NOTES:

- You cannot store a pause as the first digit of a memory number.
- If you take too long to program, there will be a busy signal or operator recording of some kind. Just ignore it and continue to program.

Speed dialing

To call a speed dial number

1. Press **LINE 1** or **LINE 2** to select a line.
2. Lift the handset, or press **SPEAKER**, or press **HEADSET** (if a headset is connected).
3. Press and release the desired speed dial key.

-OR-

Press **LOWER**, then press the desired speed dial key.

To delete a speed dial number

To delete a number from memory, enter another number in the same location. To clear a memory location and leave it empty:

1. Press **LINE 1** or **LINE 2** to select a line, then press **SPEAKER**, or press **HEADSET** (if a headset is connected), or lift the handset.
2. Press **PROGRAM**.
3. Press the desired speed dial key to clear the upper memory location.

-OR-

Press **LOWER**, then press the desired speed dial key to clear the lower memory location. There will be a two-beep confirmation tone.



Alert tones & indicator lights

Alert tones

Two beeps	Command completed successfully.
Three beeps	The volume level is at the maximum or minimum setting.
Four beeps	Low battery or no battery warning.
Five beeps	You have made a mistake.

Indicator lights

LINE

Red:

- On when the line is in use.
- OR-
On when the line is not connected to the wall jack.
- Flashes when the line is on hold.

Green:

- Flashes while an incoming call is ringing.

(AUTO) REDIAL

On when the auto redial feature is activated.

HEADSET

On when the headset is in use.

MUTE

On when microphone is muted.

SPEAKER

- On when the speakerphone is in use.
- Flashes when the telephone is attempting an auto redial call.



Troubleshooting

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

My telephone does not work at all.

- Make sure the telephone line cord is plugged firmly into the telephone base and the modular wall jack.
- Disconnect the telephone base from the modular jack and plug in a working telephone. If this telephone does not work, the problem is probably in the wiring or the local service. Call the local telephone company.

There is no dial tone.

- First, try all the above suggestions.
- Make sure a line is selected and that the selected line is connected to the telephone line on the back of the telephone base. If you installed this telephone with only one telephone line, make sure the connected line is selected.
- Make sure hold is not activated.
- The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
- Disconnect the telephone base from the telephone jack and connect a different telephone. If there is no dial tone on that telephone either, the problem is in your wiring or local service. Contact your local telephone company.

The telephone does not ring when there is an incoming call.

- Make sure the ringer is on (page 12).
- Make sure the telephone line cord is plugged in properly (pages 6-7).
- There may be too many extension telephones on the telephone line to allow all of them to ring simultaneously. Try unplugging some of them.
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply).
- Other electronic products can cause interference to your telephone.

Troubleshooting

- Test a working telephone at the same telephone jack. If another telephone has the same problem, the problem is in the telephone jack. Contact your local telephone company (charges may apply).
 - The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
-

I cannot dial out.

- First, try all the above suggestions.
 - Make sure there is a dial tone before dialing.
 - Make sure the telephone is set to the correct dial mode (pulse dial or tone dial) for the service in your area. Refer to the **Base settings** section of this user's manual (page 11) to set the dial mode.
 - If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges may apply).
 - Eliminate any background noise. Noise from a television, radio, or other appliances may cause the telephone to not dial out properly. If you cannot eliminate the background noise, first try muting the telephone before dialing, or dialing from another room in your home with less background noise.
-

My calls fade out when I am using the telephone.

- Other electronic products can cause interference to your telephone.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, re-locate your telephone or modem farther apart from each other, or use a different surge protector.
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges may apply).

Troubleshooting

-
- | | |
|--|---|
| I hear other calls when using the telephone. | <ul style="list-style-type: none">• Disconnect the telephone base from the telephone jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or local service. Call your local telephone company. |
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|-------------------------------|---|
| Automatic redial interrupted. | <ul style="list-style-type: none">• If the telephone rings during the automatic redial sequence, you will cancel it if you lift the handset, press ▶SPEAKER or press HEADSET (if a headset is connected) to take the call.• Lifting the handset, pressing ▶SPEAKER or pressing HEADSET (if a headset is connected) will cancel automatic redial.• Low battery power can affect automatic redial. For information about changing batteries, see Battery installation on page 5. |
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|--|--|
| Speakerphone does not work while an extension telephone is in use. | <ul style="list-style-type: none">• The speakerphone is powered by the current in the telephone line cord connected to your wall jack. The speakerphone might not work if you are on a call on a line-powered extension telephone and try to use the 983 speakerphone at the same time. There may not be enough power in the line current to support both the speakerphone and the extension telephone. Try using the handset for calls like this. |
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|---------------------------------------|---|
| Telephone does not work with headset. | <ul style="list-style-type: none">• Make sure four new AA alkaline batteries are properly installed (see Battery installation on page 5).• Use only an industry standard two-band 2.5 mm headset (purchased separately). For best results, use an AT&T two-band 2.5 mm headset. |
|---------------------------------------|---|
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|--|--|
| Warning tone sounds when lift the handset or press ▶SPEAKER . | <ul style="list-style-type: none">• Make sure four new AA alkaline batteries are properly installed (see Battery installation on page 5). |
|--|--|

Troubleshooting

Difficulty storing numbers in the memory.

- Review **To store a number in speed dial** on page 19 to make sure you are pressing the correct sequence of keys.
- If you are interrupted by a recorded announcement telling you to hang up (or a loud buzzing noise), hang up and try to enter the number more quickly.
- Try calling the number you want to enter into memory. When the call is ended, press **PROGRAM, (AUTO) REDIAL** and a memory key.
- If someone lifts an extension telephone while you are storing numbers in the memory, programming might be interrupted. Make sure all extensions are in idle mode while storing numbers in the memory.
- You might not hear the confirmation beep if the handset volume is set too low, or if you are in a noisy location.
- Do not put the telephone on hold while storing numbers.

Important product 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 may be a slight chance of electric shock from lightning.
- **Do not use a telephone in the vicinity of a gas leak.** If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking. If this product is a cordless model, make sure the base is also away from the area.
- **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- **Install this product in a protected location** where no one can trip over any line. Protect cords from damage or abrasion.
- **If this product does not operate normally, read Troubleshooting in this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to the limited warranty. 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.
- **If this product has a three-prong (grounding) plug or a polarized plug with one wide prong, it may not fit in non-polarized outlets.** Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.



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**.

Important product information

Especially about corded telephones

- **Electrical power:** The telephone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. **Calls cannot be made if the telephone base is unplugged or switched off, or if the electrical power is interrupted.**
- **Power adapter:** This power adapter is intended to be plugged into a vertical wall outlet or a floor outlet. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

Especially about telephones answering systems

Two-way recording: This telephone does not sound warning beeps to let the other party know 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 call.

SAVE THESE INSTRUCTIONS

FCC and ACTA information

If this equipment was approved for connection to the telephone network prior to July 23, 2001, it complies with Part 68 of the Federal Communications Commission (FCC) rules. If the equipment was approved after that date, it complies with the Part 68 rules and with Technical Requirements for Connection of Equipment to the Telephone Network adopted by the Administrative Council for Terminal Attachments (ACTA). We are required to provide you with the following information.

1. Product identifier and REN information

The label on the back or bottom of this equipment contains, among other things, an identifier indicating product approval and the Ringer Equivalence Number (REN). This information must be provided to your local telephone company upon request. For equipment approved prior to July 23, 2001, the product identifier is preceded by the phrase "FCC Reg No." and the REN is listed separately. For equipment approved after that date, the product identifier is preceded by "US" and a colon (:), and the REN is encoded in the product identifier without a decimal point as the sixth and seventh characters following the colon. For example, the product identifier US:AAAEQ03T123XYZ would indicate an REN of 0.3.

The REN is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. In most, but not all areas, the sum of all RENS should be five (5.0) or less. You may want to contact your local telephone company for more information.

2. Connection and use with the nationwide telephone network

The plug and jack used to connect this equipment to the 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. This equipment may not be used with coin telephone lines or 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 company or qualified installer.

FCC and ACTA information

3. Repair instructions

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.

4. Rights of the telephone company

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company 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 company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

5. Hearing aid compatibility

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

6. Programming/testing of emergency numbers

If this product has memory dialing locations, you may choose to store police, fire department and emergency medical service telephone numbers in these locations. If you do, please keep three things in mind:

- a. We recommend that you also write the telephone number on the directory card (if applicable), so that you can still dial the emergency number manually if the memory dialing feature doesn't work.
- b. This feature is provided only as a convenience, and the manufacturer assumes no responsibility for customer reliance upon the memory feature.
- c. Testing the emergency telephone numbers you have stored is not recommended. However, if you do make a call to an emergency number:
 - You must remain on the line and briefly explain the reason for the call before hanging up.
 - Programming/testing of emergency numbers should be performed during off-peak hours, such as in the early morning or late evening, when the emergency services tend to be less busy.

Part 15 of FCC rules

Some telephone equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used properly, may cause interference to radio and television reception. This product has been tested and found to meet the standards for a class B digital device, as specified in part 15 of the FCC rules.

These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

If this product causes interference to radio, VCR or television reception when it is in use, you might correct the interference with any one or all of these measures:

- Where it can be done safely, re-orient the receiving radio, VCR or television antenna.
- To the extent possible, relocate the radio, VCR, television or other receiver with respect to the telephone equipment.
- If this telephone product runs on AC power, plug your product into an AC outlet that's not on the same circuit as one used by your radio, VCR or television.

Modifications to this product, not expressly approved by the manufacturer, could void the user's authority to operate the equipment.

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 our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **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.

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.

Limited warranty

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 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 telephone.

5. How do you get warranty service?

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

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 may also have other rights which 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.

Technical specifications

Ren	1.1B
Battery power	4 AA alkaline batteries
Product weight	1.85 pounds
Product dimensions (unpacked)	8.27 inches long x 7.01 inches wide x 3.94 inches high
Operating temperature	32°F to 122°F 0°C to 50°C

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