User Manual (Part 2)

5.8 GHz Cordless Telephone/Answering System
E5640/E5643B/E5644B

with Caller ID & Call Waiting
You must install and charge battery before using the telephone. **STOP!** See page 9 for easy instructions.

For customer service or product information, visit our web site at [www.telephones.att.com](http://www.telephones.att.com) or call 1-800-222-3111.

Please also read **Important Product Information** Enclosed in product package.

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**Add new handsets to make your phone more versatile (see page 39)**

Your telephone can accommodate up to four cordless handsets. You can add new handsets (Model E560-2, sold separately) at any time, but each must be registered with the base before use.

The handset provided with your telephone is automatically registered as Handset 1. Additional handsets will be assigned numbers in the order they are registered (2, 3 or 4). You can register a maximum of four handsets.

Handset 1  Handset 2  Handset 3  Handset 4

**NOTE:** A maximum of two handsets at a time can be used on a call.

**NOTE:** The E5643B has three pre-registered handsets. You can register one additional handset to the E5643B.

**NOTE:** The E5644B has four pre-registered handsets. You cannot register any additional handsets to the E5644B.
**Quick reference guide**

**Handset**

- **CID**
  Press to scroll up while in menus. Press to display Caller ID information (see page 26). While entering names or numbers, press to move the cursor to the left.

- **Phone/Flash**
  Press to make or answer a call. During a call, press to receive an incoming call, if Call Waiting is activated (see page 14).

- **Mute/Delete**
  While on a call, press to mute microphone (see page 15). While reviewing the call log, press to delete an individual entry or press and hold to clear the Caller ID log (see page 26). While pre-dialing, press to delete digits from a string (see page 12).

- **Speaker**
  Press to activate handset speakerphone. Press again to resume normal handset use (see page 12).

**Feature menu**

> shows highlighted item

- **DIRECTORY**
- **CALL LOG**

**Select/Menu**

Press to display menu, or to select highlighted item from menu.

- **DIR**
  Press to scroll down while in menus. Press to display directory entries (see page 22). While entering names, press to advance cursor.

- **Off/Clear**
  During a call, press to hang up. While using menus, press to cancel an operation, back up to the previous menu, or exit the menu display.

- **Redial/Pause**
  Press to view redial memory (see page 12). While entering numbers, press and hold to insert a dialing pause (see page 21).

- **Intercom**
  Press to initiate an intercom conversation or transfer a call (see pages 16-17).

**Feature Menu**

- Directory ...............See page 20
- Call Log ...............See page 24
- Ringer Volume ........See page 18
- Ringer Tone ...........See page 18
- Key Tone ...............See page 18
- Language ..............See page 19
- CLR Voice Mail ........See page 19
- Dial Type ..............See page 19

Press 0 or 1 to scroll through menu items.

Press SELECT to select or modify a highlighted item.

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

Getting Started

Telephone Base

Handset Locator
Press to make handset(s) beep (see page 13).

Volume
Press to adjust message playback volume.

Charging
On when handset is positioned so its battery can charge.

In Use
On when handset is in use. Flashes when another phone is in use on the same line, or answering system is answering an incoming call.

Answering System Controls (see pages 27-36)

Press to repeat message. Hold to slow playback. Press twice to hear previous message.

Press to stop playing messages.

ANSWER ON/OFF
Press to turn answering system on or off.

DELETE
Press to delete a message during playback. Hold to delete all old messages when set is idle.

TIME/SET
Press to review or set the answering system clock.

MENU
Press to review or change answering system options.

CHANGE
Press to change a menu option.

REC/MEMO
Press to record a memo or, after pressing MENU, to record an outgoing announcement.
Getting Started

Parts checklist for E5640

Remember to save your sales receipt and original packaging in case you ever need to ship your telephone for warranty service. Check to make sure the telephone package includes the following:

- Telephone base
- Telephone handset
- Power adapter
- Belt clip
- Battery
- Telephone line cord
- Wall mount bracket
Getting Started

Parts checklist for E5643B

Remember to save your sales receipt and original packaging in case you ever need to ship your telephone for warranty service. Check to make sure the telephone package includes the following:

- Telephone base
- Telephone handsets
- Handset chargers
- Power adapters
- Batteries
- Belt clips
- Wall mount bracket
- Telephone line cord
Parts checklist for E5644B

Remember to save your sales receipt and original packaging in case you ever need to ship your telephone for warranty service. Check to make sure the telephone package includes the following:

- Telephone base
- Telephone handsets
- Handset chargers
- Power adapters
- Batteries
- Wall mount bracket
- Belt clips
- Telephone line cord
Getting Started

Before you begin

About Caller Identification

Caller ID with Call Waiting features in this telephone let you see who's calling before you answer the phone, even when you’re on another call. These features require services provided by your local telephone company.

Contact your telephone service provider if:

• You have both Caller ID and Call Waiting, but as separate services (you may need combined service).
• You have only Caller ID service, or only Call Waiting service.
• You don’t subscribe to any Caller ID or Call Waiting services.

You can use this phone with regular Caller ID service, and you can use its other features without subscribing to either Caller ID or combined Caller ID with Call Waiting service. There may be fees for these services, and they may not be available in all areas.

Caller ID features will work only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment.

See Caller ID Operation, beginning on page 24, for more details about how these features work.

Telephone operating range

This cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, the handset and base can communicate over only a certain distance — which can vary with the locations of the base and handset, the weather, and the construction of your home or office.

If you receive a call while you are out of range, the handset might not ring — or if it does ring, the call might not connect when you press PHONE. Move closer to the base, then press PHONE to answer the call.

If you move out of range during a phone conversation, you might hear noise or interference. To improve reception, move closer to the base.

If you move out of range without pressing OFF, your phone will be left off the hook. To hang up properly, walk back toward the telephone base, periodically pressing OFF until the call is disconnected.
Getting Started

Telephone base installation

Install the telephone base as shown below. Choose a base location away from electronic equipment, such as computers, computer routers, television sets or microwave ovens. Avoid excessive heat, cold, dust or moisture.

NOTE: Use only the power cord supplied with this product. If you need a replacement, call 1-800-222-3111. Be sure to use an electrical outlet not controlled by a wall switch.
Getting Started

**Battery installation & charging**

After battery installation, place the handsets in their base unit or charger and allow to charge for 16 hours before use. You can keep the battery charged by returning the handsets to their base unit or charger after each use. When the battery is fully depleted, a recharge takes about 12 hours. Average talk time on a fully charged battery is about eight hours depending on environmental conditions, standby time is approximately four days.

Press tab to open battery compartment.

**Caution:** Use only supplied rechargeable battery or AT&T replacement battery model 27910 (SKU 00102. Part number 89-0099-00-00).

Replace compartment cover.

Place handset in base or charger to charge for 16 hours before first use.

NOTE: Use only the power cord supplied with this product. If you need a replacement, call 1-800-222-3111. Be sure to use an electrical outlet not controlled by a wall switch.
Getting Started

Wall mounting

The base can be installed on any standard wall-phone outlet as shown below. Choose a location away from electronic equipment, such as personal computers, computer routers, television sets or microwave ovens. Avoid excessive heat, cold, dust or moisture.

Connect cords as shown on page 8, then press and slide down firmly so base is held securely on outlet mounting pegs.

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

Plug telephone line cord into telephone jack.

Clip wall-mount bracket securely into notches on underside of base.
Getting Started

Belt clip & optional headset

Install belt clip as shown below if desired.

For hands-free telephone conversations, you can use any industry standard 2.5 mm headset (purchased separately). For best results use an AT&T 2.5 mm headset.

Snap belt clip into notches on side of handset. Rotate and pull to remove.

Plug 2.5 mm headset into jack on side of handset (beneath small rubber cap).
Basic operation

Making and answering calls
To answer an incoming call, press PHONE (or SPEAKER, or any dial pad key). To make a call, press PHONE or SPEAKER, then dial a number. Press OFF to hang up.

To preview numbers before dialing, enter numbers first, then press PHONE or SPEAKER to dial. Press DELETE or OFF/CLEAR at any time to make corrections as you are entering numbers.

The screen displays the elapsed time as you talk (in hours, minutes and seconds).

Hands-free speakerphone calls
To answer a call, press SPEAKER. To make a call, press SPEAKER, then dial a number. During a call you can press SPEAKER to toggle between hands-free speakerphone and normal handset use. Press OFF to hang up.

Last number redial
Before pressing PHONE, press REDIAL to display the most recently called numbers (up to 32 digits). Use the ^V buttons to view up to five recently called numbers. The handset will beep twice at the beginning or end of the list.

Press PHONE or SPEAKER to redial any displayed number. Press DELETE to delete the number from the redial memory.

After pressing PHONE, press REDIAL to call the most recently called number (up to 32 digits).
Telephone Operation

Basic operation

Handset locator

If you misplace the handset(s), press HANDSET LOCATOR at the base. This starts the paging tone at the handset(s) for 60 seconds to help you locate it. To stop the paging tone, press PHONE, SPEAKER, or any dial pad button at the handset(s), or press HANDSET LOCATOR at the base.

NOTE: The handset ringer volume also determines the level of the paging tone. If the handset ringer volume level is set to off (0), that handset will be silenced for all calls and paging (see page 18).
**Telephone Operation**

**Options while on calls**

**Volume control**
Press the top (⁺) or the bottom (⁻) of the VOLUME button on the side of the handset to adjust listening volume. Each button press raises or lowers volume by one level.

When you change the volume level, the new setting is saved. The new volume level will be applied each time you use the handset, speakerphone or headset.

**Call waiting**
If you subscribe to Call Waiting service with your local telephone service provider, you will hear a beep if someone calls while you are already on a call. Press PHONE/FLASH to put your current call on hold and take the new call. You can press PHONE/FLASH at any time to switch back and forth between calls.

**3-way conference calls**
While a call is in progress, a person at one other handset can press PHONE or SPEAKER to join the call.

A person at either handset can press OFF, or place the handset in the base or charger, to drop out of the conference call, but the call will not be terminated until all handsets hang up.

Only two handsets can be connected to an outside call.
Telephone Operation

Options while on calls

Mute
Press MUTE to silence the microphone. You will be able to hear, but the person on the other end will not be able to hear you until you press MUTE again and resume speaking.

Ring silencing
Press OFF or MUTE while the phone is ringing to silence the ringer temporarily.
The next phone call will ring normally.

Temporary tone dialing
If you have dial pulse (rotary) service, you can switch to touch tone dialing during a call by pressing * . This can be useful if you need to send tone signals for access to answering systems or long-distance services.
After you hang up or press FLASH, the phone automatically returns to dial pulse (rotary) service.
Telephone Operation

Intercom calls

If you have more than one handset, use the intercom feature to have conversations between the handsets.

Press the INTERCOM button on a handset to initiate an intercom call. Then after entering the number of the handset you wish to call, your handset will call the other handset.

Press PHONE, INTERCOM, SPEAKER or any dial pad key on the handset being called to enter intercom mode with the first handset.

To end the intercom call:
- Press OFF or INTERCOM at the handset.
- Place the handset in the charger or base.

NOTE: The intercom feature cannot be utilized while a handset is in the directory or call log. Pressing INTERCOM while on an outside call will initiate Call Transfer (see page 17).

Handling incoming calls

The phone will beep if you receive an outside call during an intercom conversation. You can either:
- Press PHONE to end the intercom call and answer the incoming call.
- OR
- Press INTERCOM or OFF to disconnect the intercom connection without answering the incoming call. The incoming call will continue to ring.
Call transfer

If you have more than one handset, you can transfer an external call from one handset to another handset.

• Press INTERCOM to transfer an external call to another handset. You will see "ENTER HANDSET #". After entering the handset number to which you want to transfer the call, your handset will display CALL FORWARDED.

• To answer the call, the selected system handset can press PHONE, SPEAKER or any dial pad keys.

NOTE: If the transferred call is not answered within 30 seconds, the external call will be returned to the handset that originated the transfer, and its display will show CALL BACK. If the returned call is not answered within an additional 30 seconds, the external call will end automatically.
Handset settings

At the feature menu you can change settings to customize how the telephone works.

Press MENU, then use the \[\text{\textup{A}}\text{\textup{B}}\] buttons to scroll to the feature you want to change. As you scroll through the menu, the top menu item is always highlighted with a \(\text{>}\) symbol. Press SELECT to select the highlighted item.

Press OFF at any time to cancel an operation, back up to the previous menu, or exit the menu display.

Ringer volume

At this menu you can set a ring volume level (1-6), or turn the ringer off (0). Use the \[\text{\textup{A}}\text{\textup{B}}\] buttons to hear an example of each volume level, then press SELECT to select the one you prefer.

\textbf{NOTE:} The ringer volume level also determines the levels of ringing for intercom calls (see page 16) and the paging tone when initiating the Handset Locator feature (see page 13). If the handset ringer volume level is set to off (0), that handset is silenced for all calls and paging.

Ringer volume can also be temporarily adjusted by pressing VOLUME on the side of the handset during incoming ringing.

The next call will ring normally.

Ringer tone

This feature allows you to choose one of 10 ringing tones. Use the \[\text{\textup{A}}\text{\textup{B}}\] buttons to hear an example of each ringer tone, then press SELECT to select the one you prefer.

Key tone

The handset is factory programmed to beep at each key press. Use the \[\text{\textup{A}}\text{\textup{B}}\] buttons to select ON or OFF, then press SELECT to save your preference.

\textbf{NOTE:} If you select OFF, you will not hear a beep when you press keys.
Telephone Operation

Handset settings

Language

At this menu you can select the language used in all menus and screen displays. Use the ↑ ↓ buttons to select English, Spanish or French, then press SELECT to save your preference.

Clear Voice Mail Indication

If you subscribe to voice mail services provided by your local telephone company, you will receive a text message on the handset when you have new voice mail. To manually remove the voice mail message on the display:

• Press MENU.
• Press the ↑ or ↓ button to highlight CLR VOICE MAIL.
• Press SELECT.
• Press SELECT again to remove the displayed message, or press OFF to exit.

NOTE: This only turns off the displayed message, it does not delete your voice mail message(s). This feature allows you to correct a voice mail indication that is out of synch with your local telephone company. If there actually is a new voice mail message, your local telephone company will continue to send the message which turns the display message back on.

Dial Type

At this menu you can choose Tone or Pulse dialing. The factory default setting is TONE. Change this to PULSE only if you do not have touch-tone dialing service.

Use the ↑ ↓ buttons to select TONE or PULSE, then press SELECT to save your preference.
Shared directory

The directory is stored in the base, and is shared by all handsets. Changes made at any one handset will be reflected in all.

Memory capacity

The directory can store up to 50 entries. Each entry can contain a number up to 32 digits, and a name up to 16 letters long. A convenient search feature can help you find and dial numbers quickly (see page 22).

Timeouts and error messages

If you pause for too long while making an entry, the procedure will time out and you will have to begin again.

If all memory locations are in use, the screen will display LIST FULL. You will not be able to store a new number until you delete an existing one.
Directory

New Directory entries

To create a new directory entry
Press MENU, then press SELECT to choose DIRECTORY. Press V to highlight STORE. Press SELECT, then enter the telephone number when prompted.

Use the dial pad to enter up to 32 digits, then press SELECT. You will be notified if the number is already in your directory.

To insert a number from your redial list, press REDIAL, then V to find the number, then press SELECT.

• Press DELETE to erase numbers if you make a mistake.
• Press and hold PAUSE to enter a 3-second dialing pause.

To enter a name
Use the dial pad and the chart below to enter a name (up to 16 characters). Each press of a particular key will cause characters to be displayed in the following order:

<table>
<thead>
<tr>
<th>Dial Key</th>
<th>Characters by number of key presses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td># ' . - a b c d e f g h i j k l m n o p q r s t u v w x y z</td>
</tr>
<tr>
<td>2</td>
<td>A B C 2 a b c</td>
</tr>
<tr>
<td>3</td>
<td>D E F 3 d e f</td>
</tr>
<tr>
<td>4</td>
<td>G H I 4 g h i</td>
</tr>
<tr>
<td>5</td>
<td>J K L 5 j k l</td>
</tr>
<tr>
<td>6</td>
<td>M N O 6 m n o</td>
</tr>
<tr>
<td>7</td>
<td>P Q R S 7 p q r s</td>
</tr>
<tr>
<td>8</td>
<td>T U V 8 t u v</td>
</tr>
<tr>
<td>9</td>
<td>W X Y Z 9 w x y z</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>#</td>
<td>* ? ! / ( ) @</td>
</tr>
</tbody>
</table>

The cursor moves to the right when you press another dial pad button or the V button. Press V to move the cursor to the left. Press DELETE to erase letters if you make a mistake.

Storing the entry
Press SELECT to store your new directory entry. To change it later, see page 23.
Directory search

Press DIR to display the first listing in the directory. You can then use the 0 or 1 to browse through the directory, or search to find a specific entry. Press OFF at any time to exit the directory.

NOTE: You can also display the first listing in the directory by first pressing MENU, then SELECT to choose DIRECTORY, and then SELECT again to choose REVIEW.

To browse through the directory

To browse, press 0 or 1 to scroll through all entries one by one. Entries will be displayed alphabetically by the first letter in the name.

To search by name

When any entry is displayed, you can press a dial pad button to display the first name beginning with a letter associated with that key.

Press dial pad buttons once for the first letter, twice for the second, three times for the third, as shown on page 21.

For example, press 5 (JKL) once to find Jennifer, twice to find Kevin, or three times to find Linda.

To call a displayed number

When you find the entry you want, press PHONE (or SPEAKER) to dial. Or press SELECT to modify the entry (see page 23).

Viewing long numbers

The screen can display only 16 digits at a time. To view numbers longer than this, press 0 or 1 to display the remaining digits.
To dial, delete or change entries

To dial a number

When any directory entry is displayed, press PHONE (or SPEAKER) to dial the displayed number.

To delete an entry

When any directory entry is displayed, press DELETE to delete the displayed entry from the directory. Once deleted, an entry cannot be recovered.

To change an entry

When any directory entry is displayed, press SELECT to modify the entry:

• You are prompted to EDIT NUMBER. Press DELETE to erase digits then you can enter the correct telephone number. You can use the button to move the cursor to the left and the button to move the cursor to the right. Press and hold PAUSE to add a 3-second pause if necessary. You can also press REDIAL, then to scroll to the previously dialed number from the redial list you want to store in the directory, then press SELECT.

• Press SELECT.

• You are now prompted to EDIT NAME. Press DELETE to erase characters, then use the dialing keys to enter the correct name (see page 21). You can also use the button to move the cursor to the left and the button to move the cursor to the right.

• Press SELECT.
Caller ID Logs

Caller ID Log

Shared Caller ID Log

The Caller ID Log is stored in the base, and is shared by all handsets. Changes made at any one handset will be reflected in all.

How Caller ID works

If you subscribe to Caller ID service provided by your local phone company, information about each caller will be displayed after the first ring.

Information about the last 50 incoming calls is stored in the call log. You can review the call log to find out who has called, easily return the call, or copy the caller’s name and number into your directory.

When the call log is full, the oldest entry is deleted to make room for new incoming call information.

If you answer a call before the information appears on the screen, it will not be saved in the call log.

NOTE: Only one handset can review the call log at a time. If another handset attempts to enter the call log, it will display NOT AVAILABLE AT THIS TIME.

NOTE: Caller ID features will work only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment.
Caller ID Logs

Caller ID Log

About names

Names of callers will be displayed only if this information is provided by your local telephone company.

If the telephone number of the person calling exactly matches a number in your directory, the name that appears on screen will match the name as you entered it into your directory.

(Example: If Christine Smith calls, her name will appear as Chris if this is how you entered it into your directory.)
To review the call log

Press CID to review the call log. The most recent call is displayed first. Use the arrow buttons to scroll through the list as shown at left.

To return a call

Press PHONE (or SPEAKER) to call the number as displayed.

Caller ID numbers may appear with an area code that may not be required for local calls, or without a "1" that may be needed for long distance calls. If the number displayed is not in the correct format, you can change how it is dialed.

To change the number before calling, press # repeatedly to see different dialing options (you can choose to dial with or without code, and with or without the "1"), then press PHONE (or SPEAKER) to place the call.

Example:

CID..........................Number displayed as 908-555-0100
#(three times)..........Number changes to 555-0100 (drops "1" + area code)
PHONE/
SPEAKER..............Dials 555-0100

Other options

• Press DELETE to delete this entry from the call log.
• Press and hold DELETE to delete all entries from the call log. When asked to confirm, press SELECT to clear the call log of all entries, or OFF to exit and leave all call log entries intact.
• Press SELECT to copy this entry into your directory. If the name or number is not provided, you will be prompted to enter them (see page 21).

NOTE: If both the name and number are not provided, UNABLE TO SAVE will be displayed.
Answering System Operation

Message capacity
The answering system can record up to 99 messages, depending on the length of each message. Individual messages can be up to four minutes long, and total maximum recording time is 15 minutes. Messages will remain available for replay until you delete them.

Press to delete message currently playing; hold to delete all old messages (see page 32).

Press to turn answering system on or off.

Press to review or set clock (see page 28).

Press repeatedly to hear menu options (see page 31).

Press to select or change a menu option (see page 31).

Press to record a memo (see page 33) or, after pressing MENU, to record an outgoing announcement (see page 29).

Press to repeat message; hold to slow playback; press twice to play previous message (see page 32).

Press to start or stop message playback (see page 32).

Press to skip message; hold to speed up playback (see page 32).
Answering System Operation

Day and time announcements

To set day and time

Before playing each message, the answering system announces the day and time the message was received.

Before using the answering system, you should follow the steps at left to set the day and time, so messages are dated correctly.

The system uses voice prompts to guide you. Each time you press CHANGE, the day, hour, minute or year advances by one. When you hear the correct setting, press TIME/SET to move to the next setting.

To check day and time

You can press TIME/SET at any time to hear the current day and time without changing it.

1. Press TIME/SET
   The system will announce the current clock setting, then announce “To change clock, Press TIME SET!”

2. Press TIME/SET

3. Press CHANGE until the system announces the correct day, then press TIME/SET.

4. Press CHANGE until the system announces the correct hour, then press TIME/SET.

5. Press CHANGE until the system announces the correct minutes, then press TIME/SET.

6. Press CHANGE until the system announces the correct year, then press TIME/SET.
   The system announces the current clock setting.

NOTE: Press and hold CHANGE to advance the minute or year by increments of 10 (the year can be set from 2000 to 2039).

NOTE: Caller ID provides the time and date. Set the year so that the day of the week can be calculated from the Caller ID information. After you set the time once, it will thereafter be set automatically with incoming Caller ID information. The time will be set automatically only if you subscribe to Caller ID service provided by your local telephone company (see page 7).
Outgoing announcements are the messages callers hear when calls are answered by the answering system.

The phone is pre-programmed with announcements for normal (Answer and Record) mode and for Announce Only mode (see page 30.) If the phone is set up to record messages, the phone answers calls with "Hello. Please leave a message after the tone." You can use this announcement, or replace it with a recording of your own voice.

To record your outgoing announcement

Press MENU until you hear "Change announcement." Then press REC/MEMO and begin speaking after you hear "Now recording." Speak facing the telephone base from about nine inches away. Press PLAY/STOP when you are done.

Elapsed time (in seconds) will be shown in the message window as you record. You can record an announcement up to 90 seconds long. Announcements less than three seconds long will not be recorded.

To delete your outgoing announcement

Press MENU until you hear “Change announcement,” then press PLAY/STOP to begin playback. Press DELETE during playback to delete your announcement.

When your announcement is deleted, calls will be answered with the pre-programmed announcement described above.
Answering System Operation

Announce Only mode

In announce only mode, callers hear an announcement but cannot leave messages. This option is useful, for example, to notify callers that you will be away for an extended period and request that they call back after a certain date.

To turn Announce Only on or off

Press MENU repeatedly until you hear “Change announce only.” Then press CHANGE until you hear the option you want (on or off). Press PLAY/STOP to store your selection and exit, or press MENU again to modify other features (see page 31).

To record your outgoing announcement

When announce only is turned on, calls are answered with a pre-recorded announcement that says “We’re sorry, messages to this number cannot be accepted.” You can use this announcement, or replace it with a recording of your own voice.

After turning on the announce only feature, follow the steps on page 29 to record your announcement. Callers will hear this announcement only when the announce only feature is turned on. Otherwise they will hear the standard announcement asking them to leave a message.
Changing feature options

Menu features can be changed to customize how the answering system operates. Press MENU repeatedly to hear each feature. Press CHANGE when you hear the feature you want to modify.

**Feature options**  (Default settings underlined.)

<table>
<thead>
<tr>
<th>Feature announces</th>
<th>Feature description</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Change announcement”</td>
<td>Press REC/MEMO to record outgoing announcement (see page 29). Press STOP to stop recording.</td>
</tr>
<tr>
<td>Options: [record announcement]</td>
<td></td>
</tr>
<tr>
<td>“Change remote access code”</td>
<td>Enter a two-digit number (10-99) for remote access from another phone (see page 35).</td>
</tr>
<tr>
<td>Options: [enter 2-digit code] 19</td>
<td></td>
</tr>
<tr>
<td>“Change message alert”</td>
<td>When on, the telephone beeps every 10 seconds when you have new messages.</td>
</tr>
<tr>
<td>Options: On / Off</td>
<td></td>
</tr>
<tr>
<td>“Change announce only”</td>
<td>When on, callers hear an announcement but cannot leave messages (see page 30).</td>
</tr>
<tr>
<td>Options: On / Off</td>
<td></td>
</tr>
<tr>
<td>“Change base ringer”</td>
<td>Choose this option to turn the base ringer on or off (does not affect handset).</td>
</tr>
<tr>
<td>Options: On / Off</td>
<td></td>
</tr>
<tr>
<td>“Change number of rings”</td>
<td>Choose number of rings before the system answers a call. When Toll Saver is active, the system answers after 2 rings if you have new messages, and after 4 rings if you have no new messages.</td>
</tr>
<tr>
<td>Options: 2 / 4 / 6 / Toll Saver</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** Press and hold CHANGE to advance the remote access code number by 10.
Answering System Operation

Message playback

Press PLAY/STOP to hear messages. The system announces the number of messages, then begins playback.

If you have new messages waiting, you will hear only the new messages (oldest first). If there are no new messages, the system will play back all messages (oldest first).

Announcements

- When playback begins, you will hear the total number of messages.
- Before each message, you will hear the day and time it was received.
- After the last message, you will hear “End of messages.” If the system has less than 5 minutes of recording time left, you will hear time remaining.

Options during playback

- Press VOLUME button to adjust speaker volume.
- Press SKIP to skip to next message (or hold down to speed up message playback).
- Press REPEAT to repeat message currently playing. Press twice to hear previous message (or hold down to slow message playback).
- Press DELETE to delete message being played back.
- Press PLAY/STOP to stop playback.

To delete all messages

To delete all messages, press and hold DELETE while the phone is idle (not during a call, or during message playback).
Recording and playing memos

Memos are messages you record yourself. They are saved, played back and deleted exactly like incoming messages. You can record a memo as a reminder to yourself, or leave a message for someone else if others in your household use the answering system.

To record a memo

Press REC/MEMO. Elapsed time (in seconds) is shown in the message window as you record. You can record a memo up to 4 minutes long. Memos less than 1 second long will not be recorded.

Press PLAY/STOP to stop recording.

To play back a memo

Press PLAY/STOP to hear messages and memos (see page 32 for other options).
### Answering System Operation

**Message counter displays**

The message counter usually displays the total number of memos and incoming messages. See the list below for explanations of other displays in this counter.

<table>
<thead>
<tr>
<th><strong>Message counter displays</strong></th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>0</strong></td>
<td>No messages.</td>
</tr>
<tr>
<td>1-99</td>
<td>Number of messages/memos, or message number currently playing (flashes if you have new messages).</td>
</tr>
<tr>
<td>10-99</td>
<td>Current remote access code while setting (see page 31).</td>
</tr>
<tr>
<td>1-9</td>
<td>Current volume level while adjusting.</td>
</tr>
<tr>
<td>1-99 (counting)</td>
<td>Elapsed time while recording a memo (see page 33) or announcement up to 90 seconds (page 29).</td>
</tr>
<tr>
<td>99 (flashing)</td>
<td>Memo recording exceeded 99 seconds.</td>
</tr>
<tr>
<td>F (flashing)</td>
<td>Memory is full. Messages must be deleted before new messages can be received.</td>
</tr>
<tr>
<td>CL (flashing)</td>
<td>Clock needs to be set (see page 28).</td>
</tr>
<tr>
<td>A</td>
<td>Announce only mode is on (see page 30).</td>
</tr>
<tr>
<td>--</td>
<td>System is answering a call, or being accessed remotely.</td>
</tr>
<tr>
<td>-- (flashing)</td>
<td>System is being programmed or initialized.</td>
</tr>
<tr>
<td>On (or) OFF</td>
<td>Displayed for one second when any answering system setting is turned on or off.</td>
</tr>
<tr>
<td>02,04,06,15</td>
<td>Current number of rings while setting (see page 31).</td>
</tr>
</tbody>
</table>
1. Dial your telephone number from any touch-tone phone.

2. When system answers, enter two digit remote access code (19 unless you have changed it).

3. Enter remote commands (see list at right).

4. Hang up to end call and save all undeleted messages.

---

**Answering System Operation**

**Remote access**

A two digit security code is required to access your answering system from any touch-tone phone. This code is 19 by default; see page 31 to change it.

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Play all messages</strong></td>
<td>Press to hear all messages.</td>
</tr>
<tr>
<td><strong>Play new messages</strong></td>
<td>Press to hear new messages.</td>
</tr>
<tr>
<td><strong>Delete the message</strong></td>
<td>Press during playback to delete current message. Press 3 twice to delete all old message.</td>
</tr>
<tr>
<td><strong>Repeat or go back</strong></td>
<td>Press during the caller’s message to repeat the message. Press during the beginning of the day and time announcement to go back to the previous caller’s message.</td>
</tr>
<tr>
<td><strong>Stop</strong></td>
<td>Press to stop any operation (stop playback, stop recording).</td>
</tr>
<tr>
<td><strong>Skip to next message</strong></td>
<td>Press to skip current message and advance to next message.</td>
</tr>
<tr>
<td><strong>Review announcement</strong></td>
<td>Press to review current outgoing announcement.</td>
</tr>
<tr>
<td><strong>Record announcement</strong></td>
<td>Press * 7, wait for beep, then begin speaking. Press 5 to stop recording and hear playback of new announcement.</td>
</tr>
<tr>
<td><strong>Record memo</strong></td>
<td>Press 8, wait for beep, then begin speaking. Press 5 to stop recording.</td>
</tr>
<tr>
<td><strong>Review remote access code</strong></td>
<td>Press # 9 to review remote access code.</td>
</tr>
<tr>
<td><strong>Change remote access code</strong></td>
<td>Press * 9 to change remote access code, then enter desired remote access code from 10-99.</td>
</tr>
</tbody>
</table>

---

**NOTE:** If you pause for more than 10 seconds during remote access, you will hear a help menu listing all features & commands. If you issue no command for another 20 seconds, the call will end automatically.
Answering System Operation

Remote access

Help menu
Press to hear list of features & commands.

Turn system off
Press to turn off answering system. Incoming calls will no longer be answered.

Turn system on
If off, system will answer after 10 rings. Enter your access code, then press 0 to turn on.
Appendix

Screen icons, indicator lights & tones

Screen icons & alert tones

Screen icons

- **Ringer off.**
- **Battery charging (animated display).**
- **Low battery (flashing); place handset in base or charger to recharge.**
- **Microphone is muted.**
- **New calls (press CID to review call log).**

Handset alert tones

- **Two short beeps** - Press VOLUME keys while the volume levels are already at limits.
- **Four short beeps** - Low battery warning.
- **Two beeps** - Out of range during off-hook.
- **Confirmation tone** - Programming command completed successfully.

Base tones

- **One beep every 10 seconds** - Message Alert.
- **A series of beeps** - Press VOLUME keys while the volume levels are already at limits.

Indicator lights

- **Answer On/Off** - On when answering system is activated and ready to receive calls.
- **In Use** - On when handset is in use. Flashes when another phone is in use on the same line, or answering system is answering an incoming call.
- **Charging** - On when handset is positioned so its battery can charge.
- **Speaker** - On when speakerphone is in use.
## Handset display screen messages

### Screen display messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHONE</td>
<td>The handset is in use.</td>
</tr>
<tr>
<td>ENDED</td>
<td>The handset is on hook.</td>
</tr>
<tr>
<td>NO ENTRIES</td>
<td>You are accessing an empty directory or call log.</td>
</tr>
<tr>
<td>LIST FULL</td>
<td>You are saving to a full directory.</td>
</tr>
<tr>
<td>MICROPHONE MUTED</td>
<td>The call is on mute.</td>
</tr>
<tr>
<td>SPEAKER</td>
<td>The handset speakerphone is in use.</td>
</tr>
<tr>
<td>LOW BATTERY</td>
<td>The battery needs to be recharged.</td>
</tr>
<tr>
<td>INCOMING CALL</td>
<td>There is a call coming in.</td>
</tr>
<tr>
<td>NEW VOICE MAIL</td>
<td>There are new voice mail messages.</td>
</tr>
<tr>
<td>X NEW CALLS</td>
<td>There are new calls in the CID log.</td>
</tr>
<tr>
<td>SEARCHING ...</td>
<td>The handset has lost communication with the base.</td>
</tr>
<tr>
<td>BASE IS PAGING</td>
<td>The base is paging handset(s).</td>
</tr>
<tr>
<td>HANDSET X IS CALLING</td>
<td>Other handset is calling.</td>
</tr>
<tr>
<td>EXT. IN USE</td>
<td>An extension phone is in use.</td>
</tr>
<tr>
<td>NO LINE</td>
<td>There is no telephone line connected.</td>
</tr>
<tr>
<td>ALREADY SAVED</td>
<td>The telephone number you have entered is already stored in the directory.</td>
</tr>
<tr>
<td>SAVED</td>
<td>Your operation is successful.</td>
</tr>
<tr>
<td>WARNING CHECK BATTERY!</td>
<td>• The battery is not installed or not installed properly in the handset</td>
</tr>
<tr>
<td></td>
<td>• The battery needs to be replaced</td>
</tr>
<tr>
<td></td>
<td>• An incorrect battery has been installed by mistake. Use only supplied battery or AT&amp;T replacement battery model 27910.</td>
</tr>
<tr>
<td>PLACE IN CHARGER</td>
<td>The battery is very low. The handset should be placed in the base unit or charger.</td>
</tr>
<tr>
<td>CHARGING</td>
<td>A handset with a low battery has been placed in the base unit or charger.</td>
</tr>
</tbody>
</table>
Appendix

Adding new handsets

Your telephone can accommodate up to four cordless handsets. You can add new handsets (E560-2, sold separately) to the E5640 and E5643B at any time, but each handset must be registered with the base before use.

The handset provided with your E5640 is automatically registered as Handset 1. Additional handsets will be assigned numbers in the order they are registered (Handset 2, Handset 3, or Handset 4). You can register a maximum of 4 handsets.

The E5643B has 3 handsets automatically registered as Handset 1, 2 and 3. You can register one additional handset, which will be assigned number 4.

The E5644B has 4 handsets automatically registered as Handsets 1, 2, 3 and 4. You cannot register any additional handsets to the E5644B.

NOTE: You can replace E5644B handsets (see page 40).

Before using a new E560-2 handset, you must register it with the base. During registration, you must enter the 15-digit ID number of the telephone base. The Base ID is located on the bottom of the base unit.

To add a new handset:

- Make sure your handset battery is properly installed and charged.
- Your handset will display “ENTER BASE ID”.
- Enter the 15-digit Base ID number from the bottom of the base unit (E5640 or E5643B).
- Press SELECT to accept the code and complete registration.

NOTE: If an invalid Base ID code is entered, you will hear an error tone and the handset will continue to display “ENTER BASE ID”. To make corrections while entering the code, you can erase digits by pressing the DELETE key.

Once a valid base ID code is entered and accepted, the new handset will be assigned the next available handset number (Handset 2, Handset 3, or Handset 4). You can register a maximum of four handsets per base unit.
Appendix

Replacing a handset

If you are replacing a handset on a system that has the maximum number of registered handsets (4) or wish to change the assigned handset number of your registered handsets, you must first de-register the handsets, then re-register all handsets.

To de-register all handsets

• Unplug the power supply from the base unit.
• **Remove all handsets from the charge cradles and base.**
• Plug in the power supply while pressing and holding the **HANDSET LOCATOR** button.
• Continue pressing **HANDSET LOCATOR** until the **IN USE** and **CHARGING** indicators are lit (this could take up to 10 seconds).
• Release the **HANDSET LOCATOR** button.
• All handsets will display:

![ENTER BASE ID](image)

Once the base indicators turn off (up to 30 seconds), the handsets have been de-registered from the base, and can now be re-registered (see page 41).
Appendix

Re-Registering a handset

You can re-register handsets after de-registering from the base. Or you can re-register handsets to a new base unit, if you have replaced your base unit for any reason.

To re-register a handset:

- Make sure your handset batteries are properly installed and charged.
- Your handset will display “ENTER BASE ID”.
- Enter the 15-digit Base ID number from the bottom of the base unit.
- Press SELECT to accept the new code and complete re-registration.

To re-register a handset to a new base unit:

- Make sure your handset batteries are properly installed and charged.
- Unplug the old base unit. Your handset will display “SEARCHING...”.
- Install the new base unit by plugging it into an electrical outlet and phone jack.
- Press and hold the SELECT key until the handset displays “ENTER BASE ID”.
- Enter the new 15-digit Base ID number from the bottom of the new base unit.
- Press SELECT to accept the new code and complete re-registration. The handset is now registered to the new base.

NOTE: If an invalid base ID code is entered, you will hear an error tone and the handset will continue to display “ENTER BASE ID”. To make corrections while entering the code, you can erase digits by pressing the DELETE key.

Once a valid base ID code is entered and accepted by the base unit, the new handset will be assigned the next available handset number. You can register a maximum of four handsets per base unit.
## Troubleshooting

If you have difficulty with your phone, please try the suggestions below. For Customer Service, visit our web site at [www.telephones.att.com](http://www.telephones.att.com), or call 1-800-222-3111.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Suggestion</th>
</tr>
</thead>
</table>
| Telephone does not work at all | • Make sure battery is installed and charged correctly (see page 9).  
• Make sure the AC adapter is plugged into an outlet not controlled by a wall switch.  
• Make sure the telephone line cord is plugged firmly into the base unit and the modular jack.  
• If you have dial-pulse telephone service, make sure the dial mode is set to pulse (see page 19).  
• Make sure all extension phones are hung up.  
• Disconnect the base from the modular jack and plug in a working telephone. If this phone does not work, the problem is probably in your wiring or local service. Call your local telephone service company.  
• If these suggestions do not work, unplug the base, remove and re-insert the battery, then place the handset in the base to re-initialize. |
| Phone does not ring | • Make sure the ringer is on (see page 18).  
• Make sure the telephone line cord and AC adapter are plugged in properly (see page 8).  
• Move the handset closer to the base.  
• You might have too many extension phones on your telephone line to allow all of them to ring. Try unplugging some of them. |
| If you hear noise or interference during a call | • You may be out of range. Move closer to the base.  
• Appliances plugged into the same circuit as the base can cause interference. Try moving the appliance or base to another outlet.  
• The layout of your home or office might be limiting the operating range. Try moving the base to another location, preferably on an upper floor.  
• Disconnect the base from the modular jack and plug in a corded telephone. If calls are still not clear, the problem is probably in your wiring or local service. Call your local telephone service company.  
• Do you have DSL service? If so, you need to have a DSL filter installed at every phone jack that has a phone connected to it. Contact your DSL service provider for filter information.  
• Other nearby cordless telephones can cause interference. Try moving one of the cordless telephone bases. |
## Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Suggestion</th>
</tr>
</thead>
</table>
| **Incomplete messages**         | • If a caller leaves a very long message, part of it may be lost when the system disconnects the call after 4 minutes.  
• If the caller pauses for more than 7 seconds, the system stops recording and disconnects the call.  
• If the system’s memory becomes full during a message, the system stops recording and disconnects the call.  
• If the caller’s voice is very soft, the system may stop recording and disconnect the call. |
| **Difficulty hearing messages** | • Press VOLUME ‡ on the base to increase speaker volume.                     |
| **System does not answer after correct number of rings** | • Make sure that the answering system is on (see page 27).  
• If Toll Saver is activated, the number of rings changes to 2 when you have new messages waiting (see page 31).  
• In some cases, the system may be affected by the ringing system used by the local telephone company.  
• If the memory is full or the system is off, the system will answer after 10 rings. |
| **“CL” flashes in message window** | • You need to reset the answering system clock (see page 28).               |
| **System does not respond to remote commands** | • Make sure to enter your remote access code correctly (see page 35).  
• Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.  
• The answering system may not detect the remote access code while your announcement is playing. Try waiting until the announcement is over before entering the code.  
• There may be noise or interference on the phone line you are using. Press dial-pad buttons firmly. |
| **System does not record messages** | • Make sure answering system is on (see page 27).  
• Make sure Announce Only is off. |
| **Announcement message is not clear** | • When you record your announcement, make sure you speak in a normal tone of voice, about nine inches from the base.  
• Make sure there is no background noise (TV, music, etc.) while you are recording. |
## Technical specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RF Frequency Band</strong></td>
<td></td>
</tr>
<tr>
<td>(Handset to base)</td>
<td>2400 MHz — 2483.5 MHz</td>
</tr>
<tr>
<td><strong>RF Frequency Band</strong></td>
<td></td>
</tr>
<tr>
<td>(Base to handset)</td>
<td>5725 MHz — 5850 MHz</td>
</tr>
<tr>
<td><strong>Channels</strong></td>
<td>95</td>
</tr>
<tr>
<td><strong>Channel Spacing</strong></td>
<td>864 KHz</td>
</tr>
<tr>
<td><strong>Output Power</strong></td>
<td></td>
</tr>
<tr>
<td>Handset: 19 dBm (nominal)</td>
<td></td>
</tr>
<tr>
<td>Base: 29 dBm (nominal)</td>
<td></td>
</tr>
<tr>
<td><strong>Sensitivity</strong></td>
<td>-96 dBm</td>
</tr>
<tr>
<td><strong>Modulation</strong></td>
<td>GFSK</td>
</tr>
<tr>
<td><strong>Operating Temperature</strong></td>
<td></td>
</tr>
<tr>
<td>32°F — 122°F</td>
<td></td>
</tr>
<tr>
<td>0°C — 50°C</td>
<td></td>
</tr>
<tr>
<td><strong>Base Unit Voltage</strong></td>
<td></td>
</tr>
<tr>
<td>(AC Voltage, 60Hz)</td>
<td>96 — 130 Vrms</td>
</tr>
<tr>
<td><strong>Base Unit Voltage</strong></td>
<td></td>
</tr>
<tr>
<td>(AC Adapter Output)</td>
<td>9VDC @600mA</td>
</tr>
<tr>
<td><strong>Handset Voltage</strong></td>
<td></td>
</tr>
<tr>
<td>3.2 — 4.7 VDC 700mAh</td>
<td></td>
</tr>
<tr>
<td><strong>Charger Voltage</strong></td>
<td></td>
</tr>
<tr>
<td>(AC Adapter Output)</td>
<td>9VDC @200mA</td>
</tr>
<tr>
<td><strong>Replacement Battery</strong></td>
<td>Model 27910</td>
</tr>
<tr>
<td></td>
<td>3.6V 600mAh</td>
</tr>
</tbody>
</table>
Appendix

Index

A
AC adapter, 8
Adding new handsets, 39
Alert tones, 37
Answering calls, 12
Answering system, 27-36

B
Battery charging, 9
Battery installation, 9
Belt clip, 11

C
Call Waiting, 14
Call Transfer, 17
Caller ID, 24
add entries to phone directory, 26
delete entries, 26
dial entries, 26
CID, 24
Clear Voice Mail Indication, 19

D
Delete Call Log entries, 26
Delete redial entries, 12
Dialing,
from a CID record, 26
directory dialing, 23
Directory, 20
dial number, 23edit entries, 23
name search, 22
new entries, 21

E
Elapsed time, 12
Ending calls, 12

F
Flash (switchhook flash), 14-15

H
Hands-free use, 12
Handset locator, 13
Headset, 11

I
Intercom, 16

Incoming call log, 24
Incoming calls, answering, 12
Indicator lights, 37

L
Last number redial, 12
Low battery, 9

M
Making calls, 12
Menus, 2
Messages, 27-36
Mute, 15

N
Names,
enter into directory, 21
search for, 22

O
Operating range, 7

P
Problems, 42

Q
Quick reference guide, 2-3

R
Receiving calls, 12
Recharging, 9
Redial, 12
Replacing a handset, 40
Re-registering a handset, 41
Ring silencing, 15
Ring tone options, 18

S
Search for name, 22
Speakerphone, 12
Switchhook flash, 14-15

T
Technical specifications, 44
Troubleshooting, 42

V
Volume controls, 14
Use the wallet card below to help you remember commands to control your answering system from any touch tone telephone.

### Remote access wallet card

<table>
<thead>
<tr>
<th>Action</th>
<th>Remote Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play all messages</td>
<td>1</td>
</tr>
<tr>
<td>Play new messages</td>
<td>2</td>
</tr>
<tr>
<td>Delete the message</td>
<td>3</td>
</tr>
<tr>
<td>Delete all old messages</td>
<td>3 3</td>
</tr>
<tr>
<td>Repeat or go back</td>
<td>4</td>
</tr>
<tr>
<td>Stop</td>
<td>5</td>
</tr>
<tr>
<td>Help menu</td>
<td>*5</td>
</tr>
<tr>
<td>Skip the message</td>
<td>6</td>
</tr>
<tr>
<td>Review announcement</td>
<td>#7</td>
</tr>
<tr>
<td>Record announcement</td>
<td>*7</td>
</tr>
<tr>
<td>Record memo</td>
<td>8</td>
</tr>
<tr>
<td>Review remote access code</td>
<td>#9</td>
</tr>
<tr>
<td>Change remote access code</td>
<td>*9</td>
</tr>
<tr>
<td>Answer machine</td>
<td>ON/OFF...</td>
</tr>
</tbody>
</table>

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

Cut along dotted line.

Fold here.

---

5.8 GHz Cordless Telephone/Answering System E5640/E5643B/E5644B

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