Add new handsets to make your phone more versatile (see page 46)

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.

**NOTE:** Only two handsets or one handset and the base can be connected to an outside call at the same time.
User Manual (Part 2)

5.8 GHz Cordless Telephone/Answering System E5655

with Caller ID & Call Waiting

Table of contents

Getting Started
Quick reference guide ......................2
Parts checklist.................................4
Before you begin .............................5
Telephone base installation ..............6
Battery installation & charging ..........7
Wall mounting ....................................8
Belt clip & optional headset ............9

Telephone Operation
Basic handset operation ...................10
Basic base operation .......................11
Options while on calls-handset and base ..........12
Intercom calls ................................14
Call forward ..................................15
Call transfer ..................................16
Handset settings ............................17
Base settings ..................................19

Directory
About the directory .........................22
New directory entries .......................23
Directory search .............................25
To dial, delete, or change entries ..26

Caller ID Log
How Caller ID works .......................27
To review the call log.......................29

Answering System Operation
Answering system operation ..........31
Day and time announcements ........32
Outgoing announcements ...............33
Announce Only mode .......................34
Changing feature options ...............35
Message playback .........................36
Recording and playing memos ....37
Message counter displays ............38
Remote access ..............................39

Appendix
Screen icons ....................................................41
Alert tones & indicator lights ..........42
Handset display screen messages ......43
Base display screen messages ........45
Adding new handsets .......................46
Replacing a handset .........................47
Re-Registering a handset ...............48
Troubleshooting ..............................49
Technical specifications .................51
Index .....................................................52
Remote access wallet card ..........53
Getting Started

Quick reference guide

Handset

CID
Press to scroll up while in menus. Press to display Caller ID information (see page 29). 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 12).

Mute/Delete
While on a call, press to mute microphone (see page 13). While reviewing the call log, press to delete an individual entry or press and hold to clear the Caller ID log (see page 30). While pre-dialing, press to delete digits from a string (see page 10).

Speaker
Press to activate handset speakerphone. Press again to resume normal handset use (see page 10).

Feature menu

> shows highlighted item

Feature Menu
Directory ..........See page 22
Call Log ..........See page 27
Ringer Volume ....See page 17
Ringer Tone ........See page 17
Key Tone ..........See page 17
Language ..........See page 18
CLR Voice Mail ....See page 18
Dial Type ..........See page 18

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.

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 25). 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 10). While entering numbers, press and hold to insert a dialing pause (see page 23).

Intercom
Press to initiate an intercom conversation or transfer a call (see pages 14, 16). Press and hold to forward a call (see pages 15).
Getting Started

Quick reference guide

Base/Speakerphone

Telephone function keys

CID ..................Press to scroll up while in menus. Press to display Caller ID information (see page 29). While entering names or numbers, press to move the cursor to the left.

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 25). While entering names, press to advance cursor.

REDIAL/PAUSE ........Press to view redial memory (see page 10). While entering numbers, press and hold to insert a dialing pause (see page 23).

CLEAR ................Press to cancel an operation, back up to the previous menu, or exit the menu display.

INTERCOM ............Press to initiate an intercom conversation or transfer a call (see pages 14, 16). Press and hold to forward a call (see pages 15).

FLASH ................During a call, press to receive an incoming call if Call Waiting is activated.

VOLUME ..............Press to adjust speakerphone listening volume (see page 12).

MUTE .................Press to silence microphone; press again to resume (see page 13).

SPEAKERPHONE ......Press to turn speakerphone on or off (begin or end a call, see page 11).

Answering system controls (see pages 31-40)

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

Press to skip to next message. Hold to speed up playback.

Press to play or stop playing messages.

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

DELETE ...............Press to delete a message during playback. Press and 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 press after pressing MENU to record an outgoing announcement.
Getting Started

**Parts checklist**

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

Before you begin

About Caller Identification

Caller ID with Call Waiting features in this telephone lets 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 27, 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 towards 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 personal 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 each handset in its 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.

**Low battery indicator**
Return handset to base or charger to recharge when this symbol flashes.
(Handset will beep when battery is low.)

**Caution:** Use only supplied rechargeable battery or AT&T replacement battery model 27610 (SKU 00102. Part number 89-0099-00-00).

**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 this page, 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).
Telephone Operation

Basic handset 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.

**NOTE:** If you have accessed the directory or Call ID log, you will need to press OFF/CLEAR more than once to hang up.

To preview numbers before dialing, enter numbers first, then press PHONE or SPEAKER to dial. Press DELETE or CLEAR at any time to make corrections as you are entering numbers. Press and hold PAUSE to enter a 3-second dialing pause.

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.

**NOTE:** If you have accessed the directory or Call ID log, you will need to press OFF/CLEAR more than once to hang up.

Last number redial

Before pressing PHONE, press REDIAL to display the most recently called numbers (up to 32 digits). Use the 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).
Basic base operation

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

NOTE: If you have accessed the directory or Caller ID log, you will need to press CLEAR then SPEAKERPHONE to hang up.

To preview numbers before dialing, enter numbers first, then press SPEAKERPHONE to dial. Press CLEAR or DELETE at any time to make corrections as you are entering numbers. Press and hold REDIAL/PAUSE to enter a 3-second dialing pause.

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

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

Press SPEAKERPHONE to redial any displayed number. Press DELETE to delete the number from the redial memory.

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

Options while on calls - Handset and Base

Volume control
Press the top (+) or the bottom (-) of the VOLUME button on the handset or press [1] or [7] of the VOLUME button on the base 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 a 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 FLASH to put your current call on hold and take the new call. You can press FLASH at any time to switch back and forth between calls.

NOTE: On the handset, if you have accessed the directory while on a call, you will need to press CLEAR then FLASH to put the call on hold and take the new call.

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 the base can press SPEAKERPHONE to join the call.
A person at either handset can press OFF, or place the handset in the base to drop out of the conference call.
A person at the base can press SPEAKERPHONE to drop out of the conference call. A conference call will not be terminated until all the handsets and the base hang up.
Only two handsets or one handset and the base can be connected to an outside call at the same time.
Mute
Press MUTE to silence the microphone. You will see MICROPHONE MUTED in the display for four seconds. A MUTE indicator will stay in the display while the call is muted. If you are using the base speakerphone, the MUTE button indicator will also be on. 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 CLEAR 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 to access services with your local telephone service provider, the phone automatically returns to dial pulse (rotary) service.
Telephone Operation

Intercom calls

Intercom calls

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

• Press the INTERCOM button on a handset or on the base to initiate an intercom call.

• After entering the number of the handset (or 0 for base) you wish to intercom with, your handset (or base) will call the other handset or base.

At a handset, press PHONE, INTERCOM, SPEAKER or any dial pad key to answer an intercom page. At the base, press INTERCOM, SPEAKERPHONE or any dial pad key to answer an intercom call.

At a handset, press OFF or INTERCOM, or place the handset in a charger or base to end the intercom call. At the base, press CLEAR or INTERCOM to end the intercom call. The display will show "INTERCOM ENDED".

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 16). Pressing and holding INTERCOM while on an outside call will initiate Call forward (see page 15).

Handling incoming calls

The phone will beep if you receive an outside call during an intercom conversation. You can either:

• Press PHONE or SPEAKERPHONE to end the intercom call and answer the incoming call.

OR

• Press INTERCOM or CLEAR to disconnect the intercom connection without answering the incoming call. The incoming call will continue to ring.
Telephone Operation

Call forward

An external call can be forwarded between the following parties:

• From one handset to another handset (sold separately).
• From a handset to the base.
• From the base to a handset.

Call forward

You can forward an external call from one handset to another handset or to the base.

• Press and hold INTERCOM. You will see “ENTER HANDSET #”.
• Enter the handset number (or 0 for the base) to which you want to forward the call. The display will show “CALL FORWARDED”.
• The destination set will ring and the display will show “INCOMING CALL”.
• Press PHONE, SPEAKER or any dial pad key on the destination handset to answer the call. On the base SPEAKERPHONE or any dial pad key will answer the call.

NOTE: If the forwarded call is not answered within 60 seconds, the external call will be returned to the base or handset that originated the forward, and its display will show CALL BACK. If the returned call is not answered within an additional 60 seconds, the external call will end automatically.
Telephone Operation

Call transfer

An external call can be transferred between the following parties:

- From one handset to another handset (sold separately).
- From a handset to the base.
- From the base to a handset.

Call transfer

During a conversation you can transfer the call to another handset or to the base.

- Press INTERCOM (the external call is put on hold). You will see “ENTER HANDSET #”.
- Enter the handset number (or 0 for the base) to which you want to transfer the call. The display will show ”CALLING HANDSET X” or ”CALLING BASE”.
- The destination set will ring, showing an intercom call. The display will show ”HANDSET X IS CALLING” or ”BASE IS CALLING”.
- Press PHONE, INTERCOM, SPEAKER or any dial pad key on the destination handset to answer the intercom call. On the base INTERCOM, SPEAKERPHONE or any dial pad key will answer the intercom call.
- When the recipient answers the intercom call, you can talk privately without the outside caller hearing the conversation.
- On a handset press OFF to transfer the call. On the base press SPEAKERPHONE to complete the transfer to a handset. The display will show ”CALL TRANSFERRED”.

NOTE: If the intercom call is not answered within approximate 100 seconds, the external call will be released from hold at the originating set.
Telephone Operation

Handset settings

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

Press MENU, then use the ▲▼ 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 > 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 ▲▼ buttons to hear an example of each volume level, then press SELECT to select the one you prefer.

NOTE: The ringer volume level also determines the levels of ringing for intercom calls (see page 14) and the paging tone when initiating the Handset Locator feature (see page 21). 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 ▲▼ 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 ▲▼ buttons to select ON or OFF, then press SELECT to save your preference.

NOTE: If you select OFF, you will not hear a beep when you press keys.

17
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.

**CLR Voice Mail**

If you subscribe to a voice mail service 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 sync 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.

**NOTE:** This sets the dial type for both the handset(s) and the base.
Telephone Operation

Base settings

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

Press SELECT/MENU, then use the \[ SELECT/MENU \] 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 > symbol. Press SELECT/MENU to select the highlighted item.

Press CLEAR 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 \[ SELECT/MENU \] buttons to hear an example of each volume level, then press SELECT/MENU to select the one you prefer.

**NOTE:** The ringer volume level also determines the level of ringing for intercom calls (see page 14). If the base ringer volume level is set to off (0), the base will be silenced for all calls.

Ringer volume can also be temporarily adjusted by pressing VOLUME during incoming ringing.

The next call will ring normally.

Ringer tone

This feature allows you to choose one of 10 ringing tones. Use the \[ SELECT/MENU \] buttons to hear an example of each ringer tone, then press SELECT/MENU to select the one you prefer.

Key tone

The base is factory programmed to beep at each key press. Use the \[ SELECT/MENU \] buttons to select ON or OFF, then press SELECT/MENU to save your preference.

**NOTE:** If you select OFF, you will not hear a beep when you press keys.
Telephone Operation

**Base 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/MENU to save your preference.

**CLR Voice Mail**

If you subscribe to voice mail services provided by your local telephone company, you will receive a text message on the base and all handsets (if you have additional handsets) when you have new voice mail. To manually remove the voice mail message on the display:

- Press SELECT/MENU.
- Press the or button to highlight CLR VOICE MAIL.
- Press SELECT/MENU.
- Press SELECT/MENU again to remove the displayed message, or press CLEAR 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 sync 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.
Telephone Operation

Base settings

Handset Locator
This feature is used as an aid to locate the handset(s). It can only be activated from the base. Press SELECT/MENU and then press the ▲ or ▼ key until the HANDSET LOCATOR option is shown. Press SELECT/MENU. The screen on the base will show "PAGING ALL HANDSETS" and start the paging tone at the handset(s) for 60 seconds.

To stop the paging tone, press PHONE, SPEAKER or press any dial pad key on the handset or press CLEAR on 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 17).

Display Base ID
Press SELECT/MENU and then press the ▲ or ▼ key until the DISPLAY BASE ID option is shown. Press SELECT/MENU to show the base ID number. This number can be used when adding, replacing, or re-registering handsets (see page 46-48).

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/MENU to save your preference.

NOTE: This sets the dial type for both the handset(s) and the base.
Directory

Shared directory
The directory is stored in the base, and is shared by all handsets and base. Changes made at any one handset or base 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 25).

Timeouts and error messages
If you pause for more than 30 seconds 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.
New Directory entries

To create a new directory entry

Press SELECT/MENU, then press SELECT/MENU to choose DIRECTORY. Press \( \text{\textdagger}_1 \) to highlight STORE. Press SELECT/MENU, then enter the telephone number when prompted.

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

To insert a number from your redial list, press REDIAL, then \( \text{\textdagger}_1 \) to find the number, then press SELECT/MENU.

Press SELECT/MENU again to complete number entry.

- 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>1 1 # - - - - &amp;</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 S 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 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>
<tr>
<td>#</td>
<td>space</td>
</tr>
</tbody>
</table>

The cursor moves to the right when you press another dial pad button or the \( \text{\textdagger}_1 \) button. Press \( \text{\textdagger}_1 \) to move the cursor to the left. Press DELETE to erase letters if you make a mistake.
Directory

New Directory entries

Storing the entry

Press SELECT/MENU to store your new directory entry. To change it later, see page 26.
Directory

Directory search

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

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

To browse through the directory

To browse, press ▲ or ▼ 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 the previous page.

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

Viewing long numbers

The screen can display only 16 digits at a time. To view numbers longer than this, press # or * to display the remaining digits.
Directory

To dial, delete, or change entries

To dial a number
When any directory entry is displayed:

• If the phone is not in use, press PHONE (or SPEAKER) on the handset or SPEAKERPHONE on the base to dial the displayed number.

OR

• If you have dial tone or are already on a call, press SELECT 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 (and the phone is not in use), 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 23). 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 Log

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: 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.

Shared Caller ID Log

The Caller ID Log is stored in the base, and is shared by the base and all handsets. Changes made at the base or at any handset will be reflected in all.
**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 the screen will match the name that you entered into your directory.

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

**NOTE:** The phone company usually delivers ten-digit phone numbers, so if you have to dial a "1" first, or if you only dial seven digits, the name will appear as delivered by the phone company.
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

When any Caller ID entry is displayed:

- If the phone is not in use, press **PHONE** (or **SPEAKER** on the handset or **SPEAKERPHONE** on the base) to dial the displayed number.

  OR

- If you have dial tone or are already on a call, press **SELECT** to dial the displayed number.

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 the area code and with or without the "1").

Example:

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

To review the call log

Other options

• Press **DELETE** to delete this entry from your call log.

• Press and hold **DELETE** to delete all entries from your call log. When asked to confirm, press **SELECT** to clear your call log of all entries, or **OFF** or **CLEAR** to exit and leave all call log entries intact.

• Press **SELECT** (when the phone is not in use) to copy this entry into your directory. If the name or number is not provided, you will be prompted to enter them (see page 23).

**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.
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 announces "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.

   NOTE: You can press and hold CHANGE to advance the minutes in increments of ten.

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 5).
Outgoing announcements

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 34). 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 play your outgoing announcement

Press MENU until you hear “Change announcement.” Then press PLAY/STOP. You will hear the outgoing announcement.

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 can be used, 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 35).

**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 33 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.
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 description</th>
<th>Feature options</th>
<th>Feature description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System announces:</td>
<td>Press <strong>MENU</strong> to change the system's announcement.</td>
<td></td>
</tr>
<tr>
<td><strong>“Change announcement”</strong> Options:</td>
<td>Press <strong>REC/MEMO</strong> to record your outgoing announcement (see page 33). Press <strong>PLAY/STOP</strong> to stop recording.</td>
<td></td>
</tr>
<tr>
<td><strong>“Change remote access code”</strong></td>
<td>Enter a two-digit number (10-99) for remote access from another phone (see page 39).</td>
<td></td>
</tr>
<tr>
<td>Options: <strong>[enter 2-digit code]</strong> 19</td>
<td><strong>“Change message alert”</strong> Options: When on, the telephone beeps every 10</td>
<td>When on, the telephone beeps every 10 seconds when you have new messages.</td>
</tr>
<tr>
<td><strong>“Change announce only”</strong> Options:</td>
<td>seconds when you have new messages.</td>
<td></td>
</tr>
<tr>
<td><strong>On</strong> / <strong>Off</strong></td>
<td>When on, callers hear an announcement</td>
<td>When on, callers hear an announcement but cannot leave messages (see page 34).</td>
</tr>
<tr>
<td><strong>“Change call screening”</strong> Options:</td>
<td>When on, you can hear callers leave</td>
<td>When on, you can hear callers leave messages, or answer the call.</td>
</tr>
<tr>
<td><strong>On</strong> / <strong>Off</strong></td>
<td>messages, or answer the call.</td>
<td></td>
</tr>
<tr>
<td><strong>“Change number of rings”</strong> Options:</td>
<td>Choose number of rings before the system</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><strong>2</strong> / <strong>4</strong> / <strong>6</strong> / <strong>Toll Saver</strong></td>
<td>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>
<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. (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 other members of 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 36 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>Display</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No messages.</td>
</tr>
<tr>
<td>1-98</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 35).</td>
</tr>
<tr>
<td>1-8</td>
<td>Current volume level while adjusting.</td>
</tr>
<tr>
<td>1-99 (counting)</td>
<td>Elapsed time while recording a memo (see page 37) or announcement up to 90 seconds (page 33).</td>
</tr>
<tr>
<td>99 (flashing)</td>
<td>Memo recording exceeded maximum time of 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 32).</td>
</tr>
<tr>
<td>A</td>
<td>Announce only mode is on (see page 34).</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, 08</td>
<td>Current number of rings while setting (see page 35).</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 35 to change it.

- **Play all messages**
  - Press to hear all messages.

- **Play new messages**
  - Press to hear new messages.

- **Delete the message**
  - Press during playback to delete current message. Press 3 twice to delete all old message.

- **Repeat or go back**
  - 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.

- **Stop**
  - Press to stop any operation (stop playback, stop recording).

- **Skip to next message**
  - Press to skip current message and advance to next message.

- **Review announcement**
  - Press to review current outgoing announcement.

- **Record announcement**
  - Press *7, wait for beep, then begin speaking. Press 5 to stop recording and hear playback of new announcement.

- **Record memo**
  - Press 8, wait for beep, then begin speaking. Press 5 to stop recording.

- **Review remote access code**
  - Press #9 to review remote access code.

- **Change remote access code**
  - Press *9 to change remote access code, then enter desired remote access code from 10-99.

**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

Handset screen icons

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

Base screen icons

- Ringer off.
- MUTE Microphone is muted.
- NEW New calls (press CID to review call log).
Appendix

Alert tones & indicator lights

**Handset alert tones**

<table>
<thead>
<tr>
<th>Description</th>
<th>Tone Details</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two beeps</td>
<td>Out of range during off-hook.</td>
<td></td>
</tr>
<tr>
<td>Two short beeps</td>
<td>Press VOLUME keys while the volume levels are already at limits.</td>
<td></td>
</tr>
<tr>
<td>Four short beeps</td>
<td>Low battery warning.</td>
<td></td>
</tr>
<tr>
<td>Confirmation tone</td>
<td>Programming command completed successfully.</td>
<td></td>
</tr>
</tbody>
</table>

**Base alert tones**

<table>
<thead>
<tr>
<th>Description</th>
<th>Tone Details</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>One beep every 10 seconds</td>
<td>Message Alert.</td>
<td></td>
</tr>
<tr>
<td>A series of beeps</td>
<td>Press VOLUME keys while the volume levels are already at limits.</td>
<td></td>
</tr>
<tr>
<td>Confirmation tone</td>
<td>Programming command completed successfully.</td>
<td></td>
</tr>
</tbody>
</table>

**Indicator lights**

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

- **Answer On/Off**
  - On when answering system is activated and ready to receive calls.

- **Mute**
  - On when base microphone is muted.

- **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>BASE IS CALLING</td>
<td>The base is calling.</td>
</tr>
<tr>
<td>CALLING</td>
<td>Calling another handset.</td>
</tr>
<tr>
<td>HANDSET X</td>
<td>Calling the base.</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>
</tbody>
</table>
Appendix

**Handset display screen messages**

<table>
<thead>
<tr>
<th>Screen display messages</th>
<th>Description</th>
</tr>
</thead>
</table>
| **WARNING CHECK BATTERY!** | - The battery is not installed or not installed properly in the handset.  
- The battery needs to be replaced.  
- An incorrect battery has been installed by mistake. Use only supplied battery or AT&T replacement battery model 27910. |
| **PLACE IN CHARGER** | The battery is very low. The handset should be placed in the base unit or charger. |
| **CHARGING** | A handset with a low battery has been placed in the base unit or charger. |
### Base display screen messages

#### Screen display messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPEAKER</td>
<td>The speakerphone is in use.</td>
</tr>
<tr>
<td>ENDED</td>
<td>The speakerphone 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>INCOMING CALL</td>
<td>There is a call coming in.</td>
</tr>
<tr>
<td>PAGING ALL HANDSETS</td>
<td>The base is paging handset(s).</td>
</tr>
<tr>
<td>CALLING HANDSET X</td>
<td>Calling a handset.</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>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>HANDSET X IS CALLING</td>
<td>One of the cordless handsets is calling.</td>
</tr>
<tr>
<td>SAVED</td>
<td>Your operation is successful.</td>
</tr>
</tbody>
</table>
Adding new handsets

Your telephone can accommodate up to four cordless handsets. You can add new handsets (E560-2, sold separately) to the E5655 at any time, but each handset must be registered with the base before use.

The handset provided with your E5655 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.

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.

To locate the Base ID number, press SELECT/MENU on the base, scroll down to highlight DISPLAY BASE ID, then press SELECT/MENU. The screen will display the unique ID code for the system. This number can be used when adding or replacing handsets.

To add a new handset:

• Make sure your handset battery is properly installed and charged.

• Your handset will display “ENTER BASE ID”.

• On your handset enter the 15-digit Base ID number from the base menu.

• Press SELECT/MENU on the handset 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

- Press the **883244#** on the base dial pad.
- Press SELECT/MENU on the base.

All handsets will lose registration with the base and the handsets will display (can take up to 30 seconds):

![ENTER BASE ID](image)

The handsets have been de-registered from the base, and can now be re-registered (see page 48).
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".
• On your handset enter the 15-digit Base ID number from the base menu (see page 46).
• Press SELECT/MENU on the handset 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 the electrical outlet and phone jack.
• Press and hold the SELECT/MENU key on the handset until you see "ENTER BASE ID".
• On your handset enter the 15-digit Base ID number from the base menu (see page 46).
• Press SELECT/MENU on the handset to accept the new code and complete re-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 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>
<tbody>
<tr>
<td>Telephone does not work at all</td>
<td>• Make sure battery is installed and charged correctly (see page 7).</td>
</tr>
<tr>
<td></td>
<td>• Make sure the AC adapter is plugged into an outlet not controlled by a wall switch.</td>
</tr>
<tr>
<td></td>
<td>• Make sure the telephone line cord is plugged firmly into the base unit and the modular jack.</td>
</tr>
<tr>
<td></td>
<td>• If you have dial-pulse telephone service, make sure the dial mode is set to pulse (see page 18).</td>
</tr>
<tr>
<td></td>
<td>• Make sure all extension phones are hung up.</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>• If these suggestions do not work, unplug the power to the base, remove and re-insert the battery, then plug the power back to the base and place the handset in the base to re-initialize.</td>
</tr>
<tr>
<td>Phone does not ring</td>
<td>• Make sure the ringer is on (see page 17, 19).</td>
</tr>
<tr>
<td></td>
<td>• Make sure the telephone line cord and AC adapter are plugged in properly (see page 6).</td>
</tr>
<tr>
<td></td>
<td>• Move the handset closer to the base.</td>
</tr>
<tr>
<td></td>
<td>• You might have too many extension phones on your telephone line to allow all of them to ring. Try unplugging some of them.</td>
</tr>
<tr>
<td>If you hear noise or interference during a call</td>
<td>• You may be out of range. Move closer to the base.</td>
</tr>
<tr>
<td></td>
<td>• Appliances plugged into the same circuit as the base can cause interference. Try moving the appliance or base to another outlet.</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>• Other nearby cordless telephones can cause interference. Try moving one of the cordless telephone bases.</td>
</tr>
</tbody>
</table>
## Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Suggestion</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Incomplete messages</strong></td>
<td>• If a caller leaves a very long message, part of it may be lost when the system disconnects the call after 4 minutes.</td>
</tr>
<tr>
<td></td>
<td>• If the caller pauses for more than 7 seconds, the system stops recording and disconnects the call.</td>
</tr>
<tr>
<td></td>
<td>• If the system’s memory becomes full during a message, the system stops recording and disconnects the call.</td>
</tr>
<tr>
<td></td>
<td>• If the caller’s voice is very soft, the system may stop recording and disconnect the call.</td>
</tr>
<tr>
<td><strong>Difficulty hearing messages</strong></td>
<td>• Press (^\text{1}) on the base to increase speaker volume.</td>
</tr>
<tr>
<td><strong>System does not answer after correct number of rings</strong></td>
<td>• Make sure that the answering system is on (see page 31).</td>
</tr>
<tr>
<td></td>
<td>• If Toll Saver is activated, the number of rings changes to 2 when you have new messages waiting (see page 35).</td>
</tr>
<tr>
<td></td>
<td>• In some cases, the system may be affected by the ringing system used by the local telephone company.</td>
</tr>
<tr>
<td></td>
<td>• If the memory is full or the system is off, the system will answer after 10 rings.</td>
</tr>
<tr>
<td><strong>Day of the week is incorrect on answering system after clock is reset by Caller ID</strong></td>
<td>• Reset the year on the answering system clock (see page 32).</td>
</tr>
<tr>
<td><strong>“CL” flashes in message window</strong></td>
<td>• You need to reset the answering system clock (see page 32).</td>
</tr>
<tr>
<td><strong>System does not respond to remote commands</strong></td>
<td>• Make sure to enter your remote access code correctly (see page 39).</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>• There may be noise or interference on the phone line you are using. Press dial-pad buttons firmly.</td>
</tr>
<tr>
<td><strong>System does not record messages</strong></td>
<td>• Make sure answering system in on (see page 31).</td>
</tr>
<tr>
<td></td>
<td>• Make sure Announce Only is off.</td>
</tr>
<tr>
<td><strong>Announcement message is not clear</strong></td>
<td>• When you record your announcement, make sure you speak in a normal tone of voice, about nine inches from the base.</td>
</tr>
<tr>
<td></td>
<td>• Make sure there is no background noise (TV, music, etc.) while you are recording.</td>
</tr>
</tbody>
</table>
## Technical specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>RF Frequency Band (Handset to base)</td>
<td>2400 MHz — 2483.5 MHz</td>
</tr>
<tr>
<td>RF Frequency Band (Base to handset)</td>
<td>5725 MHz — 5850 MHz</td>
</tr>
<tr>
<td>Channels</td>
<td>95</td>
</tr>
<tr>
<td>Channel Spacing</td>
<td>864 KHz</td>
</tr>
<tr>
<td>Output Power</td>
<td>Handset: 17—21 dBm</td>
</tr>
<tr>
<td></td>
<td>Base: 26—30 dBm</td>
</tr>
<tr>
<td>Sensitivity</td>
<td>-96 dBm</td>
</tr>
<tr>
<td>Modulation</td>
<td>GFSK</td>
</tr>
<tr>
<td>Operating Temperature</td>
<td>32°F — 122°F</td>
</tr>
<tr>
<td></td>
<td>0°C — 50°C</td>
</tr>
<tr>
<td>Base Unit Voltage (AC Voltage, 60Hz)</td>
<td>96 — 130 Vrms</td>
</tr>
<tr>
<td>Base Unit Voltage (AC Adapter Output)</td>
<td>9VDC @800mA</td>
</tr>
<tr>
<td>Handset Voltage</td>
<td>3.2 — 4.7 VDC 700mAh</td>
</tr>
<tr>
<td>Replacement Battery</td>
<td>Model 27910</td>
</tr>
<tr>
<td></td>
<td>3.6V 600mAh</td>
</tr>
</tbody>
</table>
Appendix

Index

A
AC adapter, 6, 8
Adding new handsets, 46
Alert tones, 42
Answering calls, 10, 11
Answering system, 31-40

B
Battery charging, 7
Battery installation, 7
Belt clip, 9

C
Call forward, 15
Call transfer, 16
Call waiting, 12
Caller ID, 27
add entries to phone directory, 30
delete entries, 30
dial entries, 29
CLR Voice Mail, 18, 20
Conference Calls, 12

D
Delete Call Log entries, 30
Delete redial entries, 10, 11
Dialing,
from a CID record, 29
directory dialing, 22
Directory, 22
change entries, 26
dial a number, 26
name search, 25
new entries, 23, 24

E
Elapsed time, 10, 11

F
Flash (switchhook flash), 12

H
Hands-free use, 10
Headset, 9

I
Incoming call log, 27
Incoming calls, answering, 10, 11
Indicator lights, 42
Intercom, 14

L
Last number redial, 10, 11
Low battery, 7

M
Making calls, 10, 11
Menus, 2
Messages, 31-40
Mute, 13

N
Names,
enter a name, 23
search for, 25

O
Operating range, 5

P
Problems, 49-50

Q
Quick reference guide, 2-3

R
Recharging, 7
Redial, 10, 11
Replacing a handset, 47
Re-registering a handset, 48
Ring silencing, 13
Ring tone options, 17, 19

S
Search for name, 25
Speakerphone, 11, 12
Switchhook flash, 12

T
Technical specifications, 51
Troubleshooting, 49, 50

V
Volume controls, 12
Remote access wallet card

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

<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>33</td>
</tr>
<tr>
<td>Repeat a message</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 ON/OFF</td>
<td>0</td>
</tr>
</tbody>
</table>

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