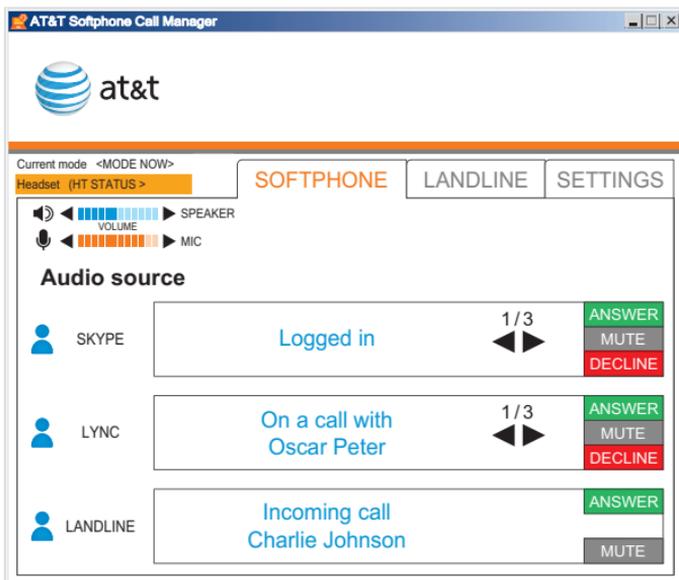




at&t

Installation and Operation Guide for AT&T Softphone Call Manager for use with TL7810/TL7812 headset



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Introduction

The **AT&T Softphone Call Manager** helps you to unify your everyday business communication using your AT&T TL7810/TL7812 cordless headset. With the software installed on your computer, you can make or receive traditional landline calls, or VoIP calls through Skype™ or Microsoft Lync®.

You can use the dial pad in the **LANDLINE** panel to make traditional landline calls. You can also add phonebook entry or import phonebook entries from Microsoft Outlook® into the software **PHONEBOOK** tab. The **CALL LOG** tab provides you with information of all incoming, outgoing and missed calls.

In the **SOFTPHONE** panel, you can view the current status of your Skype, Lync and landline calls. To make VoIP calls, launch your Skype or Lync and dial the number from there. To receive or end calls, you can simply press the **⓪** button on the headset, use the Skype or Lync program, or use the corresponding buttons in the **SOFTPHONE** panel.

You can check for software updates or configure various settings in the **SETTINGS** panel to best suit your needs.

Microsoft® and Microsoft Outlook® are registered trademarks of Microsoft Corporation.

The Skype name is a trademark of Skype.

Microsoft Lync is a registered trademark of Microsoft Corporation.

Installation

Compatibility

The **AT&T Softphone Call Manager** works with Microsoft® Windows® 2000, Windows XP®, Windows Vista® or Windows 7 systems with the following programs:

- Skype® 5.0 or above
- Microsoft Lync® 2010
- Windows Media Player® 10 or above
- iTunes® 10 or above
- Microsoft Outlook® 2003 or above

Installation

To install the **AT&T Softphone Call Manager**:

1. Download the AT&T Softphone Call Manager installation file from **www.smbtelephones.att.com/downloads**.
2. Unzip the installation file, then double click the unzipped file to begin the InstallShield Wizard.
3. If any security warning window pops up, click the appropriate button to authorize the installation of the software. Click **Run**.
4. Click **Next>**. Read the license agreement, then accept the terms by pressing the upper checkbox. Press **Next>** to continue.
5. The default installation path is C:\Program Files\AT&T\AT&T Softphone Call Manager. Click the **Browse...** button to change the path if necessary. Click **Next>**.
6. Click **Install** to begin installation.
7. When the installation is done, press **Finish** to exit the installation program. If you want to launch the AT&T Softphone Call Manager after installation, tick the option checkbox before pressing **Finish**.

Windows®, Windows XP®, Windows Vista® and Windows Media Player® are registered trademarks of Microsoft Corporation.

iTunes® is a registered trademark of Apple, Inc.

All other trademarks are the properties of their respective owners.

Important settings

Audio settings

After you have installed the **AT&T Softphone Call Manager**, check to make sure the audio setting is properly configured in your Windows system. If you have installed Skype and/or Microsoft Lync and want to use them with your headset, make sure the audio settings are configured correctly in the programs as well.

a) Audio settings in Windows system:

- i. Launch the **AT&T Softphone Call Manager** program.
- ii. Click the **Settings** panel, then the **General** panel.
- iii. Click **[Click to launch audio devices control panel]**.
- iv. Make sure **AT&T DECT Headset** is selected under the playback and recording settings in your Windows system.

b) Audio settings in Skype:

- i. Launch the Skype program.
- ii. Click **Tools**, then **Options**.
- iii. Click **Audio settings**.
- iv. Make sure **AT&T DECT Headset** is selected under the speakers and microphone settings.

c) Audio settings in Microsoft Lync:

- i. Launch the Microsoft Lync program.
- ii. Click **Options**, then **Audio device**.
- iii. Make sure **AT&T DECT Headset** is selected under the Audio device setting.

IMPORTANT



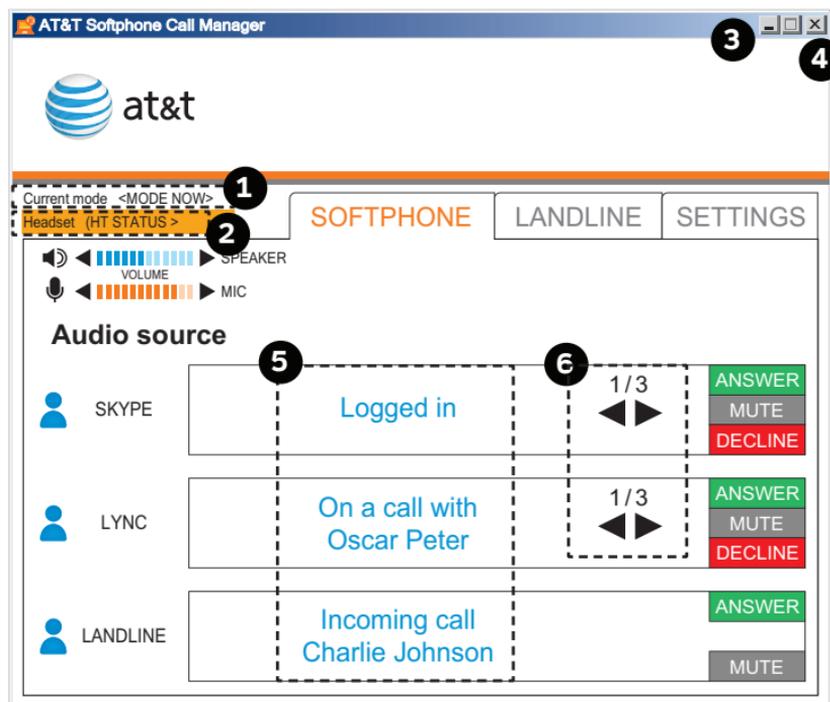
Periodically check for software updates. Go to the **SETTINGS** panel in the **AT&T Softphone Call Manager**, then click **Check Update** in the **Support** tab. For more details, refer to the **Updates** section on page 19.

Important settings

Skype access authorization

The first time you run Skype after you have installed the **AT&T Softphone Call Manager**, Skype may ask for your authorization to run the softphone program. Click the appropriate button on the screen to allow the access.

Quick reference guide - SOFTPHONE panel



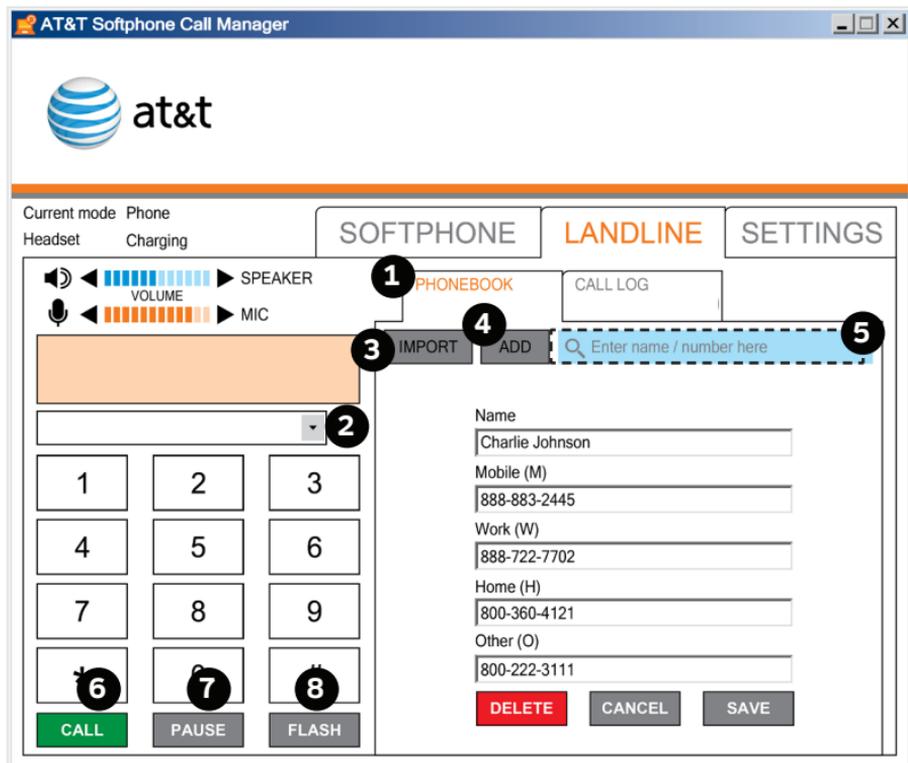
- 1. Current mode** -- Displays whether the headset is in PHONE mode or PC mode.
- 2. Headset status** -- Displays the current status of the default headset.
- 3. Minimize button** -- Click the button to minimize the software.
- 4. Close button** -- Click the button to close the software. The software is not completely closed until you exit it in the task tray. Task tray is the area which displays icons of running programs in your Windows system, and is usually located at the bottom right corner of the Windows interface.
- 5. Call status** -- Displays the status of Skype/Lync/landline calls.
- 6. Switch between Skype/Lync calls** -- Click ◀ or ▶ to switch between calls.

Quick reference guide - SOFTPHONE panel

Call status messages

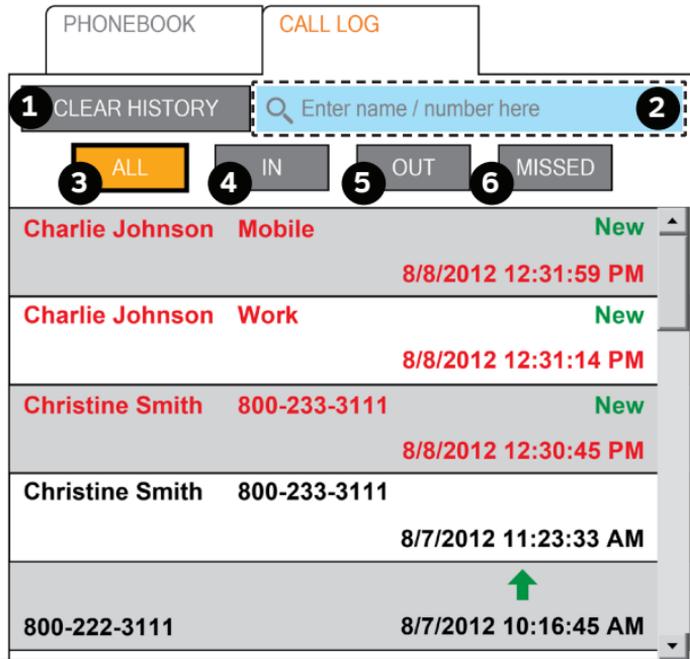
Call ended	You have just ended a call.
Call on hold	The call is being put on hold.
Calling to	You are making an outside call.
Check telephone line	No telephone line is connected to the headset base.
Incoming call	There is an incoming call.
Incompatible version	The Skype/Lync version you are currently using is not compatible with the software.
Logged in	You have logged in to Skype/Lync.
Logged out	You have logged out from Skype/Lync.
Not installed	Skype/Lync is not installed on your computer.
On a call with	You are on a call with XXX.

Quick reference guide - LANDLINE panel



1. **PHONEBOOK tab** -- Click the tab to show the phonebook.
2. **▼** -- Click to see the call history.
3. **IMPORT** -- Click to import contacts from Microsoft Outlook.
4. **ADD** -- Click to create a new phonebook entry.
5. **Search bar** -- Enter characters or numbers to search for phonebook entries.
6. **CALL** -- Click to make a landline call.
7. **PAUSE** -- Click to add a three-second pause.
8. **FLASH** -- Click to switch between landline calls.

Quick reference guide - LANDLINE panel



- 1. CLEAR HISTORY** -- Click to delete all records in the call log.
- 2. Search bar** -- Enter characters or numbers to search for call log entries.
- 3. ALL** -- Click to show landline call records.
- 4. IN** -- Click to show the records of incoming landline calls.
- 5. OUT** -- Click to show the records of outgoing landline calls.
- 6. MISSED** -- Click to show the records of missed landline calls.

Quick reference guide - SETTINGS panel

AT&T Softphone Call Manager

at&t

Current mode PC
Headset **In Use**

SOFTPHONE LANDLINE **SETTINGS**

1 General Landline Softphone Media Player Support

2

Default mode:
When the headset is not in use and you press ON/OFF, your headset automatically switches to the default mode selected.

Low battery alert:
Select disable to turn off low battery alert tone.

Ringer tone:
You can choose one of 10 ringer tones for the headset.

Default mode Phone

Low battery alert Enable

Ringer tone Ringer 7

Headset operating range High

Microphone muted alert Enable

Second inbound call alert Continuous

[Click to launch audio devices control panel]

RESTORE TO DEFAULT **3** APPLY **4**

- 1. General, Landline, Softphone, Media Player, and Support tabs** -- Click the tab of the setting you want to edit (see **Settings** on pages 10-19).
- 2. Introduction panel** -- Provides an introduction for every item in the **SETTINGS** panel.
- 3. RESTORE TO DEFAULT** -- Click to restore all settings to their default settings.
- 4. APPLY** -- Click to confirm any setting changes.

Settings

About Settings

You may customize various settings in the **SETTINGS** panel before you start using the software. Below is an introduction of what you can set in each panel.

Use the **General** tab to set the headset base default mode, headset low battery alert tone, ringer tone, headset operating range, headset microphone muted alert, or second inbound call alert.

Use the **Landline** tab to set the dial mode, no line alert display, or the location of the ringer to be played.

Use the **Softphone** tab to enable or disable the alert message when Skype or Lync is not installed on your computer, or when their versions are incompatible with this software.

Use the **Media player** tab to set the action on Windows Media Player or iTunes when there is an incoming call.

Use the **Support** tab to download the Installation and Operation Guide of the software, or to obtain customer service information. You can also check the current software and firmware versions, or check if there is an updated software version for download.

Settings - General

Default mode

Before using the headset, you may change the default mode of your headset. When the headset is not in use and you press Φ , your headset automatically switches to the default mode you selected. You can choose between PHONE mode and PC mode.

To choose PHONE mode:

1. Click the **SETTINGS** panel.
2. Click the **General** tab.
3. Click ▼ in the **Default mode** drop down menu.
4. Click **Phone**.
5. Click the **APPLY** button to confirm. The **PHONE** light turns on.



To choose PC mode:

1. Click the **SETTINGS** panel.
2. Click the **General** tab.
3. Click ▼ in the **Default mode** drop down menu.
4. Click **PC**.
5. Click **APPLY** to confirm. The **PC** light on the headset base turns on.

Settings - General

Low battery alert tone

The headset beeps twice every 20 seconds when the headset battery is low. You can enable or disable this alert tone. The setting will apply to all headsets registered to the headset base.

To enable or disable the low battery alert tone:

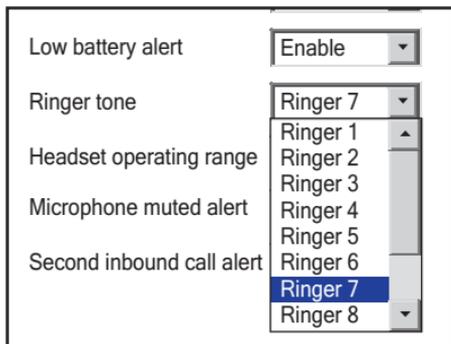
1. Click the **SETTINGS** panel.
2. Click the **General** tab.
3. Click ▼ in the **Low battery alert** drop down menu.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.



Ringer tone

You can choose one of 10 ringer tones for the headset.

1. Click the **SETTINGS** panel.
2. Click the **General** tab.
3. Click ▼ in the **Ringer tone** drop down menu.
4. Click the desired ringer tone.
5. Click **APPLY** to confirm.
6. To listen to the selected ringer tone, slide the volume switch at the top of the headset towards **VOL+** or **VOL-**.



Settings - General

Headset operating range

You can choose the headset to operate in high, middle or low range. The lower the operating range you set, the higher the intensity of signal it will become.

1. Click the **SETTINGS** panel.
2. Click the **General** tab.
3. Click ▼ in the **Headset operating range** drop down menu.
4. Click the desired operating range.
 - **High** - up to 500 feet.
 - **Middle** - up to 200 feet.
 - **Low** - up to 50 feet.
5. Click the **APPLY** button to confirm.

Default mode	Phone
Low battery alert	Enable
Ringer tone	Ringer 7
Headset operating range	High
Microphone muted alert	High
	Middle
	Low
Second inbound call alert	Continuous

Microphone muted alert tone

If the headset microphone is muted, the headset beeps every 30 seconds to alert you. You can enable or disable this alert tone. The setting will apply to all headsets registered to the headset base.

To enable or disable the alert tone:

1. Click the **SETTINGS** panel.
2. Click the **General** tab.
3. Click ▼ in the **Microphone muted alert** drop down menu.
4. Click **Enable** or **Disable**.
5. Click the **APPLY** button to confirm.

Default mode	Phone
Low battery alert	Enable
Ringer tone	Ringer 7
Headset operating range	High
Microphone muted alert	Enable
	Enable
	Disable
Second inbound call alert	

Settings - General

Second inbound call alert

This software allows you to have three kinds of calls, namely the Landline, Skype or Lync call. While you are on a call of any kind and there is another kind of incoming call, you will hear an alert tone. You can set the alert tone to sound continuously or play once only, or disable the alert tone.

Headset operating range High

Microphone muted alert Enable

Second inbound call alert Continuous

[\[Click to launch audio devices control panel\]](#)

RESTORE TO DEFAULT

To set or disable the second inbound call alert:

1. Click the **SETTINGS** panel.
2. Click the **General** tab.
3. Click ▼ in the **Second inbound call alert** drop down menu.
4. Click **Continuous**, **Play once** or **Ignore**.
5. Click the **APPLY** button to confirm.

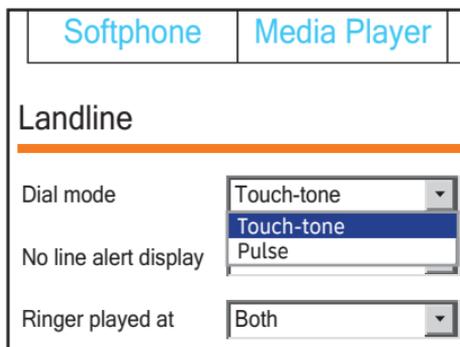
Settings - Landline

Dial mode

The dial mode is preset to tone dialing. If you have pulse (rotary) service, you must change the dial mode to pulse dialing before using the headset.

To set the dial mode:

1. Click the **SETTINGS** panel.
2. Click the **Landline** tab.
3. Click ▼ in the **Dial mode** drop down menu.
4. Click **Touch-tone** or **Pulse**.
5. Click **APPLY** to confirm.

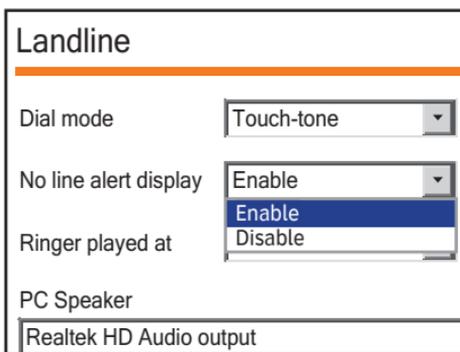


No line alert display

If there is no line connected to the headset base, the LANDLINE status bar in the SOFTPHONE panel displays **Check telephone line**.

You can enable or disable the alert message.

1. Click the **SETTINGS** panel.
2. Click the **Landline** tab.
3. Click ▼ in the **No line alert display** drop down menu.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.



Settings - Landline

Ringer played at location

You can choose whether the ringer will be played through the headset earpiece or both the headset earpiece and PC speaker. If you choose **Both headset and PC speaker**, make sure you do not choose the **Primary Sound Driver** option in the PC speaker setting (see below section).

1. Click the **SETTINGS** panel.
2. Click the **Landline** tab.
3. Click ▼ in the **Ringer played at** drop down menu.
4. Click **Headset** or **Both headset and PC speaker**.
5. Click **APPLY** to confirm.

PC speaker

If you have chosen the ringer to be played through both the headset and PC speaker, you have to choose the appropriate speaker setting. Please note you should not choose the **Primary Sound Driver** option.

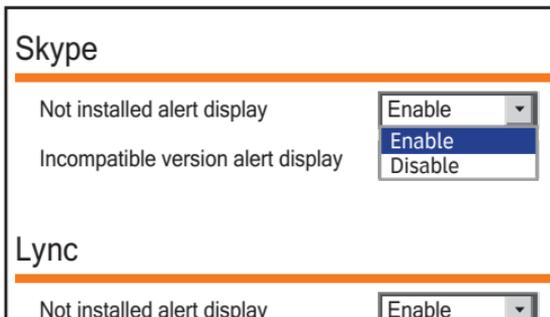
1. Click the **SETTINGS** panel.
2. Click the **Landline** tab.
3. Click ▼ in the **PC speaker** drop down menu.
4. Click the desired PC speaker.
5. Click **APPLY** to confirm.

Settings - Softphone

Not installed alert display

If Skype or Lync is not installed on your computer, the SKYPE or LYNC status bar in the SOFTPHONE panel shows **Not installed**. You can enable or disable this display message.

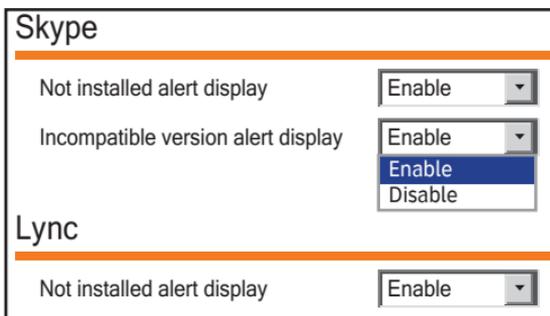
1. Click the **SETTINGS** panel.
2. Click the **Softphone** tab.
3. Click ▼ in the **Not installed alert display** drop down menu under Skype/Lync section.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.



Incompatible version alert display

If the current Skype or Lync installed on your computer is not compatible with this software, the SKYPE or LYNC status bar in the **SOFTPHONE** panel shows **Incompatible version**. You can enable or disable this display message.

1. Click the **SETTINGS** panel.
2. Click the **Softphone** tab.
3. Click ▼ in the **Incompatible version alert display** drop down menu under Skype/Lync section.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.



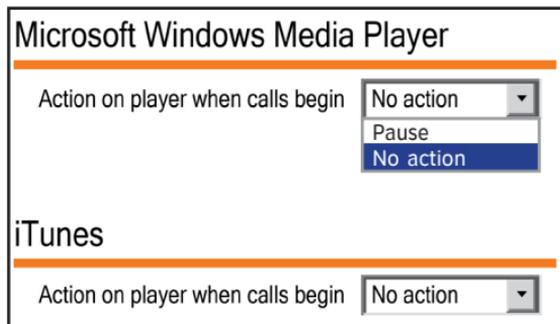
Settings - Media Player

Action on player when calls begin

If there is an incoming call when you are using Windows Media Player or iTunes, the media player can either pause or take no action (continue playing). The default setting is **Pause**.

To change the setting:

1. Click the **SETTINGS** panel.
2. Click the **Media Player** tab.
3. Click ▼ in the **Action on player when calls begin** drop down menu under Microsoft Windows Media Player/iTunes section.
4. Click **Pause** or **No action**.
5. Click **APPLY** to confirm.



Settings - Support

User guide

You can download the Installation and Operation Guide from our webpage.

1. Click the **SETTINGS** panel.
2. Click the **Support** tab.
3. Click **User Guide** in the **Documents & contact** section.

Documents & contact

[User Guide](#)

[Contact](#)

Versions

Software version: 1.0.0

[Check Update](#)

Firmware version: 8v83p0

Contact

You can obtain customer support information from our Product Support webpage.

1. Click the **SETTINGS** panel.
2. Click the **Support** tab.
3. Click **Contact** in the **Documents & contact** section.

Updates

Periodically check for latest software updates to always keep your software up to date.

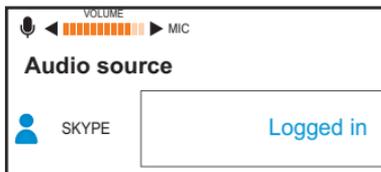
1. Click the **SETTINGS** panel.
2. Click the **Support** tab.
3. Click **Check Update** in the **Versions** section. You will be taken to the **Downloads** page in the AT&T website.
4. Download the new version of the software if there is any.
5. When the download is done, close the **AT&T Softphone Call Manager** by clicking the close icon at the top right corner.
6. Right click the **AT&T Softphone Call Manager** icon in the Windows task tray at the bottom right corner, then click **Exit** to shut down the program completely.
7. Install the new version you have just downloaded.

Making, answering and ending calls

Log in Skype/Lync

To make or receive VoIP calls via Skype/Lync, make sure you log in to the respective program before use.

1. Launch the Skype/Lync program.
2. Enter your user ID and password to log in to the Skype/Lync program. The **SKYPE/LYNC** status bar under the **SOFTPHONE** panel displays **Logged in**.



NOTE: If you have logged in to the Lync program before, or have logged in to the Skype program before and checked **Sign me in when Skype starts**, the Skype/Lync program will automatically log in without asking you for user ID and password.

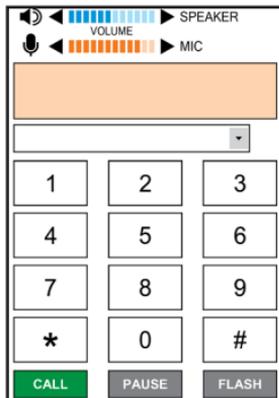
Make a call

To make a landline call:

1. Click the **LANDLINE** panel.
2. Click on the number input box above the dial pad. You can either use the dial pad or your keyboard to enter the telephone number.
3. Click **CALL**.

-OR-

1. Press ϕ on the headset.
2. Click the **LANDLINE** panel
3. Click on the number input box. You can either use the dial pad in **LANDLINE** panel or use your keyboard to enter the telephone number.
4. Click **CALL**.



NOTE: If you are using your headset with the TL7100 handset lifter, you cannot make landline calls using this software. You have to use the corded telephone your headset is connected to for making landline calls.

Making, answering and ending calls

Make a call (Cont.)

To make a Skype/Lync call:

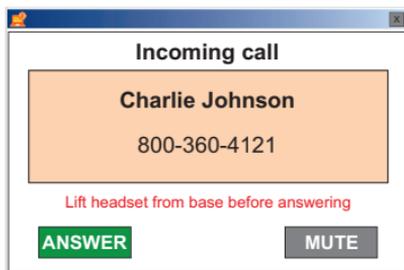
1. Make sure the headset base is in PC mode and you have logged in to Skype or Lync.
2. Press **Ⓟ** on the headset.
3. Dial the number on your Skype or Lync.

Answer a call

When there is an incoming landline call:

You can choose one of the following ways to answer the call:

- Click **ANSWER** on the pop-up window.
- Click **ANSWER** in the LANDLINE status bar under the **SOFTPHONE** panel.
- Click **ANSWER** in the **LANDLINE** panel.
- Press the **Ⓟ** button on the headset.



When there is an incoming Skype/Lync call:

You can choose one of the following ways to answer the call:

- Click **ANSWER** on the Skype/Lync pop-up window.
- Click **ANSWER** in the SKYPE/LYNC status bar in the **SOFTPHONE** panel.
- Press the **Ⓟ** button on the headset.

Options while on calls

End a call

To end a landline call:

You can choose one of the following ways to end the call:

- Click **END** in the **LANDLINE** panel.
- Click **END** in the LANDLINE status bar under the **SOFTPHONE** panel.
- Press the  button on the headset.
- Place the headset in the headset base.

To end a Skype/Lync call:

You can choose one of the following ways to end the call:

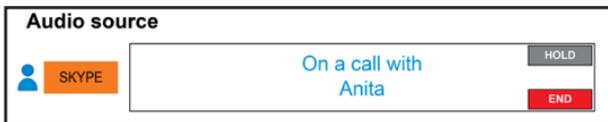
- Click **END** in the SKYPE/LYNC status bar under the **SOFTPHONE** panel.
- End the call on Skype/Lync.
- Press the  button on the headset.

Hold

You can hold a Skype, Lync or landline call and resume it at any time you want to.

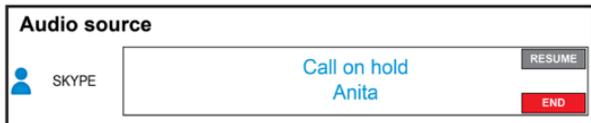
To hold a Skype/Lync call:

- While on a Skype/Lync call, click **HOLD** to hold the current call.
- You can make another Skype/Lync call if necessary.



To resume a Skype/Lync call:

- Click ◀ or ▶ to scroll to the desired call if there is more than one call.
- Click **RESUME** to resume that call.



Options while on calls

Hold (cont.)

To hold a landline call:

- Click **HOLD** to hold the current call.

To resume a landline call:

- Click **RESUME** to resume the call.

Volume control

You can set the listening volume or the speaking volume to one of six levels while you are on a call.

To adjust the listening volume:

- While on a call, click ◀ or ▶ of the 🔊 (**SPEAKER**) bar in the **SOFTPHONE** or **LANDLINE** panel to adjust the listening volume.
- If you are on a Skype/Lync call, you can also adjust the listening volume in your computer audio settings and/or your Skype/Lync calling software.



To adjust the speaking volume:

- While on a call, click ◀ or ▶ of the 🎤 (**MIC**) bar in the **SOFTPHONE** or **LANDLINE** panel to adjust the listening volume.
- If you are on a Skype/Lync call, you can also adjust the speaking volume in your computer audio settings and/or your Skype/Lync calling software.



Options while on calls

Mute

The mute function allows you to turn off the headset microphone. You can hear the caller, but the caller cannot hear you.

To mute a call:

- Click  on the **SOFTPHONE** or **LANDLINE** panel to turn off the headset microphone. The voice prompt "Mute on" plays. The **MUTE** light on the headset base flashes and a short beep plays every 30 seconds.

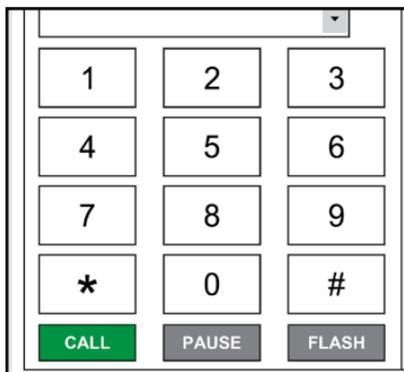
To take a call off mute:

- Click  on the **SOFTPHONE** or **LANDLINE** panel to resume the two-way conversation. You hear the voice prompt "Mute off".

Landline call waiting

If you subscribe to call waiting service offered by your telephone service provider, you will hear a call waiting alert tone if someone calls you while you are in the middle of a call.

- Click **FLASH** in the **LANDLINE** panel.
- Click **FLASH** again at any time to switch back and forth between calls.



Create phonebook entries

Create a new phonebook entry

1. Click the **LANDLINE** panel.
2. Click the **PHONEBOOK** tab.
3. Click **ADD**.
4. Enter the name and telephone number (mobile, work, home or other) in the corresponding field.
5. Click **SAVE** to save the entry. Click **CANCEL** to cancel without saving the entry.

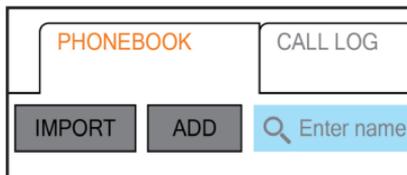
The screenshot shows a web interface for creating a phonebook entry. At the top, there are two tabs: 'PHONEBOOK' (selected) and 'CALL LOG' (with a red circle containing the number '3'). Below the tabs are two buttons: 'IMPORT' and 'ADD'. To the right of these buttons is a search bar with a magnifying glass icon and the text 'Enter name / number here'. The main form area contains five input fields, each with a label and a value: 'Name' (Charlie Johnson), 'Mobile (M)' (888-883-2445), 'Work (W)' (888-722-7702), 'Home (H)' (800-360-4121), and 'Other (O)' (800-222-3111). At the bottom right of the form are two buttons: 'CANCEL' and 'SAVE'.

Field	Value
Name	Charlie Johnson
Mobile (M)	888-883-2445
Work (W)	888-722-7702
Home (H)	800-360-4121
Other (O)	800-222-3111

Import phonebook entries

Import phonebook entries from Microsoft Outlook

1. Click the **LANDLINE** panel.
2. Click the **PHONEBOOK** tab.
3. Click **IMPORT**.
4. When **Import contacts from Microsoft Outlook?** displays, click the **YES** button to confirm.
5. When **XX contacts from Microsoft Outlook has been imported to the phonebook** displays, click **OK** to finish.



NOTES:

- If Microsoft Outlook is not installed, **Microsoft Outlook is not found** displays.
- If Microsoft Outlook is not compatible, **Microsoft Outlook is not compatible** displays.
- If there are no contacts in Microsoft Outlook, **No contact is found in Microsoft Outlook** displays.
- If Microsoft Outlook is not available at the moment, **Microsoft Outlook is unavailable at the moment. Please check Microsoft Outlook or try import later** displays.

Review and search the phonebook

Review and search phonebook entries

1. Click the **LANDLINE** panel.
2. Click the **PHONEBOOK** tab.
3. Use the scroll bar on the right to scroll through the list of phonebook entries if necessary. You can also use the search bar to search for entries by entering names or numbers. Matching entries show below the search bar.

The screenshot shows a web interface for a phonebook. At the top, there are three tabs: 'SOFTPHONE', 'LANDLINE' (highlighted in orange), and 'SETTINGS'. Below these, there are two sub-tabs: 'PHONEBOOK' (highlighted in orange) and 'CALL LOG'. On the left side, there is a vertical navigation menu with buttons for 'KER', '3', '6', '9', '#', and 'FLASH'. The main content area features an 'IMPORT' and 'ADD' button, followed by a search bar with the placeholder text 'Enter name / number here'. Below the search bar is a list of phonebook entries, each with a name, a phone number, and an 'EDIT' button. The entries are: Charlie Johnson (Mobile: 888-883-2445), Christine Smith (Mobile: 888-883-2445), Robert Brown (Work: 888-722-7702, Home: 800-360-4121, Other: 800-222-3111), and Linda Miller (Work: 888-722-7702). A vertical scrollbar is visible on the right side of the list.

Name	Phone Number	Action
Charlie Johnson	Mobile: 888-883-2445	EDIT
Christine Smith	Mobile: 888-883-2445	
Robert Brown	Work: 888-722-7702 Home: 800-360-4121 Other: 800-222-3111	
Linda Miller	Work: 888-722-7702	

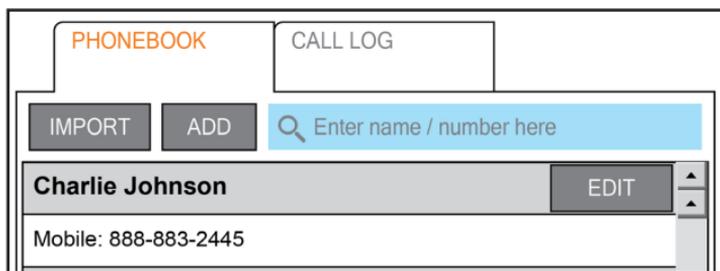
Dial, edit or delete phonebook entries

Dial a phonebook entry

1. Click the **LANDLINE** panel, then click the **PHONEBOOK** tab.
2. Find the entry you wish to dial. See **Review and search phonebook entries** on the previous page.
3. Double click the phone number you wish to dial.
4. Click **CALL**.

Edit a phonebook entry

1. Click the **LANDLINE** panel, then click the **PHONEBOOK** tab.
2. Click the entry you wish to edit, then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).



3. Click the field you wish to add or edit for **Name**, **Mobile (M)**, **Work (W)**, **Home (H)** or **Other (O)** telephone numbers.
4. Use your keyboard to edit the entries.
5. Repeat steps 3-4 if you need to edit other fields.
6. Click **SAVE** to confirm and save.

Dial, edit or delete phonebook entries

Delete a phonebook entry

1. Click the **LANDLINE** panel, then click the **PHONEBOOK** tab.
2. Click the entry you wish to save to the phonebook, then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
3. Click **DELETE**. The screen displays **Delete Contact?** and the contact name.
4. If you do not want to delete the entry, click **NO**. To confirm deleting, click **YES**.
5. The screen shows **Deleted**. Click **OK**.

The screenshot shows a mobile phonebook interface. At the top, there are two tabs: 'PHONEBOOK' (selected) and 'CALL LOG'. The 'CALL LOG' tab has a red circle with the number '3' next to it. Below the tabs are three buttons: 'IMPORT', 'ADD', and a search bar with a magnifying glass icon and the text 'Enter name / number here'. The main area contains five input fields for contact information: 'Name' (Charlie Johnson), 'Mobile (M)' (888-883-2445), 'Work (W)' (888-722-7702), 'Home (H)' (800-360-4121), and 'Other (O)' (800-222-3111). At the bottom, there are three buttons: 'DELETE' (red), 'CANCEL', and 'SAVE'.

Call log

View the call log

If there are any missed calls, the total number of missed calls is shown on the **CALL LOG** tab.



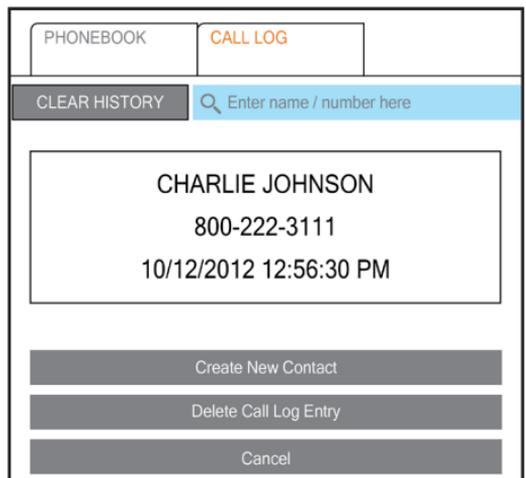
To view the call log, click the **LANDLINE** panel, then click the **CALL LOG** tab. Scroll through the call log with the scroll bar on the right if necessary. You can also use the search bar to search for a specific name or number if needed.

Dial a call log entry

1. Click the **LANDLINE** panel, then click the **CALL LOG** tab.
2. Double click the phone number you wish to dial.
3. Click **CALL**.

Delete a call log entry

1. Click the **LANDLINE** panel, then click the **CALL LOG** tab.
2. Click the entry you wish to delete, then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
3. Click **Delete Call Log Entry** from the options shown. The screen displays **Are you sure you want to delete this log entry?**



4. Click **YES** to confirm or click **NO** to cancel.

Call log

Save a call log entry to the phonebook

1. Click the **LANDLINE** panel, then click the **CALL LOG** tab.
2. Click the entry you wish to save to the phonebook, then click **EDIT** (if you cannot see any entries, make sure the search bar is blank).
3. Click **Create New Contact** from the options shown.
4. Click the field you wish to add or edit for **Name**, **Mobile (M)**, **Work (W)**, **Home (H)** or **Other (O)** telephone numbers, and then use the keyboard to edit the entries.
5. Click **SAVE** to confirm and save.

Troubleshooting

If you have difficulty in using this software with your headset, please try the suggestions below. For customer service, visit our website at **www.telephones.att.com/smb** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

I cannot install the software.

- Check the operating system of your PC to make sure it is compatible with this software. See **Compatibility** on page 2.
- Make sure your hard drive has enough space to install the **AT&T Softphone Call Manager**.
- Make sure the file is not corrupted. You can download the **AT&T Softphone Call Manager** from **www.smbtelephones.att.com/downloads** again.

I cannot run the AT&T Softphone Call Manager.

- Try to restart your PC before you run the software again.
- Make sure you have set your fire wall or any antivirus software to allow this software to run.

I cannot update my AT&T Softphone Call Manager.

- Make sure your PC is connected to the Internet.
- Make sure you have set your fire wall or any antivirus software to allow this software to check for updates.
- Make sure you have completely closed the **AT&T Softphone Call Manager** (page 19) before installing the new version of the software. Restart your computer before installation if necessary.

I cannot use my Skype/Lync with the AT&T Softphone Call Manager.

- Make sure you have installed Skype/Lync and logged in to the programs.
- Make sure your headset is in PC mode. Press the **PHONE** or **PC** button on the headset base to switch between modes.

Troubleshooting

AT&T DECT Headset does not appear in the audio devices control panel on my PC.

- Make sure you have turned on the headset.
- Make sure you have correctly installed the headset and headset base. Refer to your TL7810/TL7812 user's manual for more information.

I cannot see the headset status on the SOFTPHONE panel.

- Make sure you have correctly installed the headset and headset base. Refer to your TL7810/TL7812 user's manual for more information.

I can't hear any audio.

- Make sure you are in PC mode and the headset is charged. Press the **PHONE** or **PC** button on the headset base to switch between modes.
- Adjust the volume in the **SOFTPHONE** or **LANDLINE** panel.
- Adjust the volume in the audio settings of your PC.
- Make sure you have set the audio settings correctly (page 3).

I can't make calls using the software.

- Make sure you are in PC mode and the headset is charged. Press the **PHONE** or **PC** button on the headset base to switch between modes.
- Make sure the headset is registered to the telephone base. See the **Adding and registering headsets** section in the user's manual for details.
- If you are using your headset with the TL7100 handset lifter, you cannot make landline calls using this software. You have to use the corded telephone your headset is connected to for making landline calls.

Troubleshooting

I hear noise or static when using the headset.

- Try lowering the microphone volume and/or the listening volume.
- Move the microphone farther away from your mouth.
- Adjust the **Headset operating range** (page 13) to a lower setting.

The other party cannot hear me.

- Make sure your headset is not muted.
- Adjust the microphone volume in the **SOFTPHONE** or **LANDLINE** panel.

I cannot import phonebook from Microsoft Outlook.

- Make sure the contact list in your Microsoft Outlook is not empty.
- Make sure you installed Microsoft Outlook 2003 or above.

I cannot hear any sound from Windows Media Player/iTunes when there is an incoming call.

- Change the setting in **SETTINGS > Media Player > Action on player when calls begin** to **No action** (page 18).

I have already logged in to Skype but the status in the SOFTPHONE panel shows Logged out.

- Launch Skype, then go to **Tools > Options > Advanced > Advanced Settings > Manager other programs' access to Skype** and allow the access of **AT&T Softphone Call Manager**. Restart the **AT&T Softphone Call Manager**.

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