



at&t

## User's manual

EL51103/EL51203/EL51253/  
EL51303/EL51353/EL51403/  
EL51453/EL51503

DECT 6.0 cordless telephone  
with caller ID/call waiting



# Congratulations

on purchasing your new AT&T product. Before using this AT&T product, please read **Important safety information** on pages 62-64 of this user's manual. Please thoroughly read the user's manual for all the feature operations and troubleshooting information you need to install and operate your new AT&T product. You can also visit our website at [www.telephones.att.com](http://www.telephones.att.com) or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

This telephone meets the California Energy Commission regulations for energy consumption. Your telephone is set up to comply with the energy-conserving standards right out of the box. No further action is necessary.

Model number: EL51103 (one-handset system)

EL51203/EL51253 (two-handset system)

EL51303/EL51353 (three-handset system)

EL51403/EL51453 (four-handset system)

EL51503 (five-handset system)

Type: DECT 6.0 cordless telephone with caller ID/call waiting

Serial number: \_\_\_\_\_

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

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

Both the model and serial numbers of your AT&T product can be found on the bottom of the telephone base.



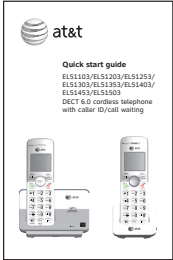
Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.



The ENERGY STAR® program ([www.energystar.gov](http://www.energystar.gov)) recognizes and encourages the use of products that save energy and help protect our environment. We are proud to mark this product with the ENERGY STAR® label indicating it meets the latest energy efficiency guidelines.

# Parts checklist

Your telephone package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.



Quick start guide



Telephone base



Power adapter for telephone base



Cordless handset  
(1 for EL51103)  
(2 for EL51203/EL51253)  
(3 for EL51303/EL51353)  
(4 for EL51403/EL51453)  
(5 for EL51503)



Charger for cordless handset with power adapter installed  
(1 for EL51203/EL51253)  
(2 for EL51303/EL51353)  
(3 for EL51403/EL51453)  
(4 for EL51503)



Wall mount bracket



Battery for cordless handset  
(1 for EL51103)  
(2 for EL51203/EL51253)  
(3 for EL51303/EL51353)  
(4 for EL51403/EL51453)  
(5 for EL51503)



Battery compartment cover  
(1 for EL51103)  
(2 for EL51203/EL51253)  
(3 for EL51303/EL51353)  
(4 for EL51403/EL51453)  
(5 for EL51503)



Telephone line cord

# User's manual

EL51103/EL51203/EL51253/  
EL51303/EL51353/EL51403/  
EL51453/EL51503

DECT 6.0 cordless telephone  
with caller ID/call waiting



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You must install and charge the battery before using the cordless handset.



**STOP!**

See pages 7 and 8 for easy instructions.

Install the telephone base close to a telephone wall jack and an electrical outlet not controlled by a wall switch. The telephone base can be placed on a flat surface or vertically mounted on the wall (page 9-11). For optimum range and better reception, place the telephone base in a central and open location. If you subscribe to high-speed Internet service (DSL- digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (page 6). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Your product may be shipped with a protective sticker covering the handset or telephone base display - remove it before use.

For customer service or product information, visit our website at **[www.telephones.att.com](http://www.telephones.att.com)** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

### **Avoid placing the telephone base too close to:**

- Communication devices such as television sets, VCRs, or other cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of the washing machine or work bench.

# Quick reference guide - handset

## CHARGE light

On when the handset is charging in the telephone base or charger.

## ▲DIR/VOLUME

- Press to scroll up while in menus (page 12).
- Press to increase the listening volume (pages 23).
- Press to show directory entries when the handset is not in use (page 33).
- Press to move the cursor to the right while entering numbers or names.

## REDIAL/PAUSE

- Press repeatedly to review the last 10 numbers dialed (page 21).
- While entering numbers, press and hold to insert a dialing pause (pages 19 and 30).

## PHONE/FLASH

- Press to make or answer a call (page 19 or 20).
- During a call, press to answer an incoming call when you receive a call waiting alert (page 23).

## ✉1

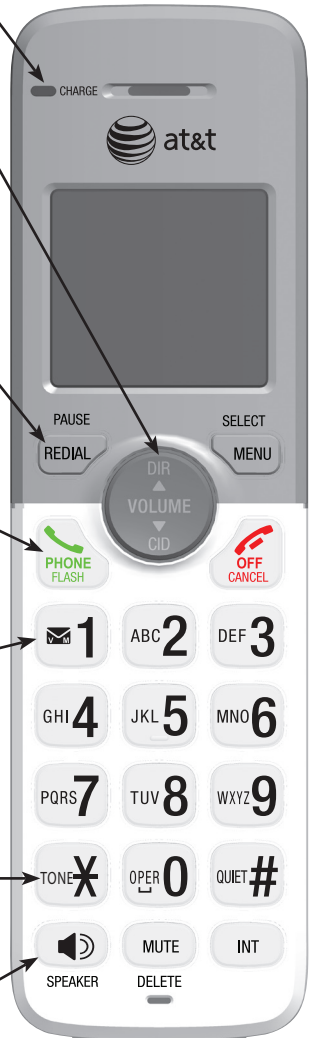
- While reviewing a caller ID log entry, press repeatedly to add or remove 1 in front of the entry before dialing or saving it to the directory (page 43).
- Press and hold to set or dial your voicemail number (page 14).

## TONEX

Press to switch to tone dialing temporarily during a call if you have pulse service (page 24).

## 🔊/SPEAKER

- Press to make or answer a call using the speakerphone (page 19 or 20).
- Press to turn on the handset speakerphone, press again to resume normal handset use (page 20).



# Quick reference guide - handset



## ▼CID/VOLUME

- Press to scroll down while in menus.
- Press to decrease the listening volume (pages 23).
- Press to show the caller ID log when the handset is not in use (page 42).
- Press to move the cursor to the left while entering numbers or names.

## MENU/SELECT

- Press to display the menu (page 12).
- Once in the menu, press to select an item or save an entry or setting (page 12).

## ☞OFF/CANCEL

- During a call, press to hang up (page 20).
- While using menus, press to cancel an operation, back up to the previous menu, or exit the menu display (page 12), or press and hold to exit to idle mode.
- When the handset is ringing, press to mute the ringer temporarily (page 19).
- Press and hold while the handset is not in use to erase the missed call indicator (page 42).

## QUIET#

- Press and hold to set and turn on the **QUIET** mode, or turn it off.
- When reviewing a caller ID log entry, press repeatedly to view other dialing options.

## INT

Press to initiate an intercom conversation or transfer a call.

## MUTE/DELETE

- During a call, press to mute the microphone (page 23).
- When the handset is ringing, press to mute the ringer temporarily (page 19).
- While predialing, press to erase digits (page 19).
- While reviewing the redial list, directory, speed dial list or caller ID log, press to delete an individual entry (pages 22, 35, 38 and 44).

## MAIN MENU



- Directory (page 29)
- Caller ID log (page 42)
- Ringers (page 13)
- Set date/time (page 16)
- Settings (page 12)
- Web address (page 26)

## Using menus

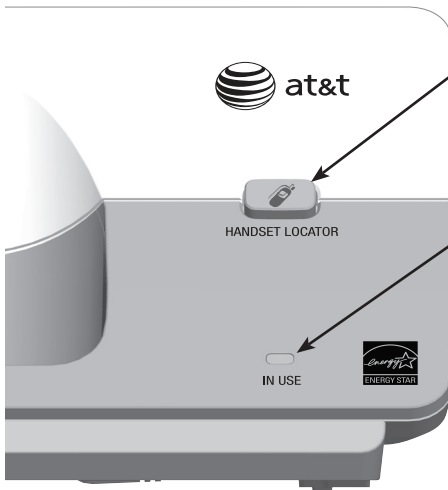


Press **MENU/SELECT** to enter the main menu.

Press **▼CID** or **▲DIR** to scroll through menu items.

Press **MENU/SELECT** to select or modify an item.

Press **OFF/CANCEL** to cancel an operation, back up to the previous menu, or exit the menu display.



**📞/HANDSET LOCATOR**

Press to page all handsets (page 26).

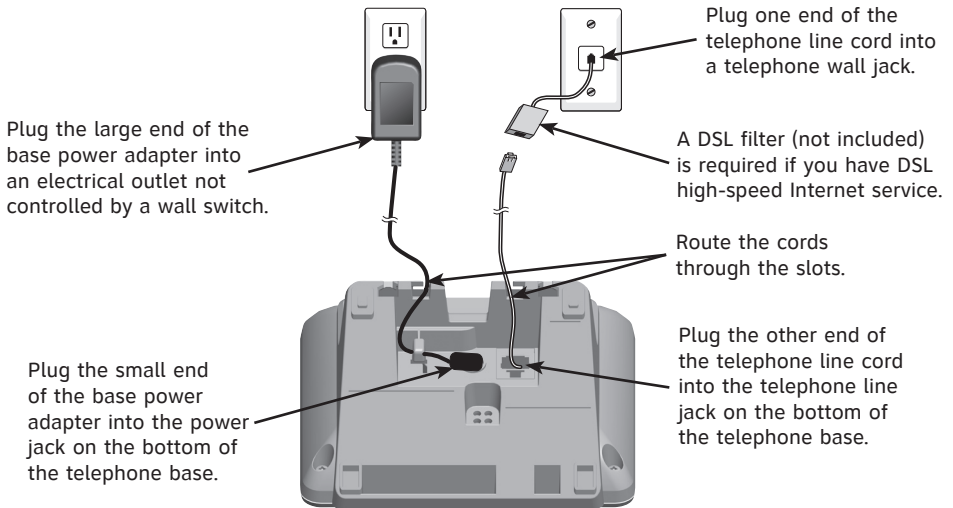
**IN USE light**

- Flashes when there is an incoming call, or another telephone sharing the same line is in use.
- Flashes when handsets are being deregistered.
- On when a handset is in use.
- On when a handset is being registered.

## Telephone base and charger installation

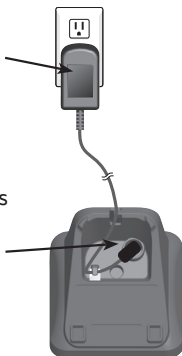
Install the telephone base and charger as shown below. If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

The telephone base comes ready for tabletop use. If you want to mount your telephone on a wall, refer to **Wall mount installation** on pages 9-11 for details.



Plug the large end of the charger's power adapter into an electrical outlet not controlled by a wall switch.

Ensure the small end of the charger's power adapter is plugged into the power jack on the bottom of the charger.



### IMPORTANT INFORMATION:

Use only the power adapter(s) provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

# Battery installation and charging

## Battery installation

---

Install the battery as shown below.



1. Plug the battery connector securely into the socket inside the handset battery compartment, matching the color-coded label.



2. Insert the supplied battery with the label **THIS SIDE UP** facing up as indicated.



3. Align the cover flat against the battery compartment, then slide it upwards until it clicks into place.



4. Charge the handset by placing it face up in the telephone base or charger. The **CHARGE** light is on when charging.



To replace the battery, press the tab and slide the battery compartment cover downwards. Lift out the old battery and disconnect it from the handset. Follow the instructions above to install and charge the new battery.

### IMPORTANT INFORMATION:

Use only the supplied rechargeable battery or replacement battery (model BT183342). To order, visit our website at [www.telephones.att.com](http://www.telephones.att.com) or call **1 (800) 222-3111**.

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





# Battery installation and charging

## Battery charging


Once you have installed the battery, the screen indicates the battery status (see the table below). If necessary, place the handset in the telephone base or charger to charge the battery. For best performance, keep the handset in the telephone base or charger when not in use. The battery is fully charged after 16 hours of continuous charging. See **Technical specifications** on page 71 for battery operating times.

If the screen is blank, you need to charge the handset without interruption for at least 30 minutes to give the handset enough charge to use the telephone for a short time. The screen shows **Low battery** until you have charged the battery without interruption for at least 30 minutes. The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery status	Action
The screen is blank or shows <b>Put in charger</b> .	Battery has no or very little charge. The handset cannot be used.	Charge without interruption (at least 30 minutes).
The screen shows <b>Low battery</b> and  flashes.	Battery has enough charge to be used for a short time.	Charge without interruption (at least 30 minutes).
The screen shows <b>HANDSET X</b> and the battery icon shows  .	Battery is charged.	To keep the battery charged, place it in the telephone base or charger when not in use.

### NOTES:

- If you are on a call in low battery mode, you hear 4 short beeps every 50 seconds.
- If no battery is installed in the handset when you place it in the telephone base or charger, the screen shows **No battery**. Follow the instructions in **Battery installation** on page 7 to install the battery.

After you install your telephone or power returns following a power outage, the handset will prompt you to set the date and time (see page 16). To skip setting the date and time, press  **OFF/CANCEL**.



## Wall mount installation

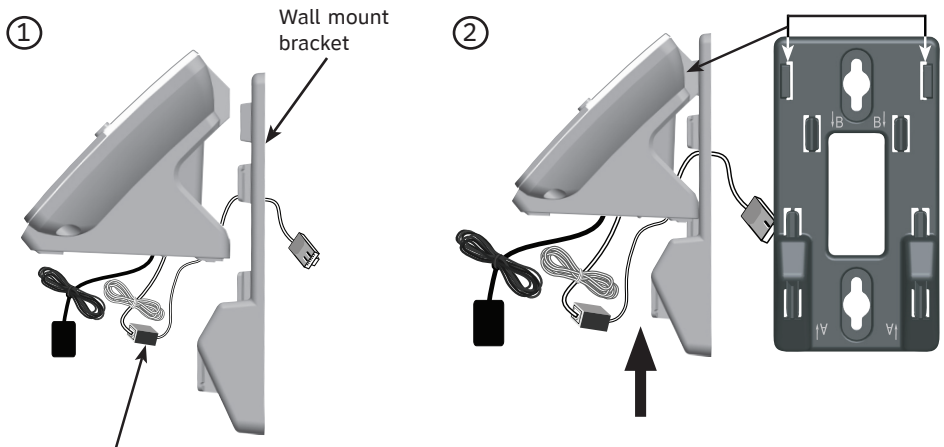
The telephone base comes ready for tabletop use. If you want to mount your telephone on a wall, use the provided wall mount bracket to connect with a standard dual-stud telephone wall mounting plate. If you do not have this mounting plate, you can purchase one from many hardware or consumer electronics retailers. Professional assistance may be required to install the mounting plate.

### **Tabletop to wall mount installation**

---

To change the telephone base from tabletop installation to wall mount installation, make sure you first unplug the power adapter from the electrical outlet and the telephone line cord from the telephone wall jack.

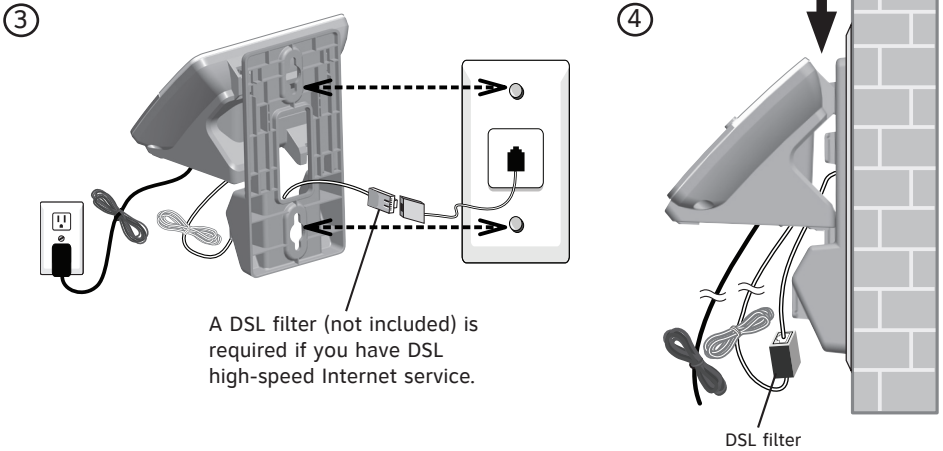
1. Plug the power cord and telephone line into the telephone base. If you are using a DSL filter, plug the other end of the telephone line into the filter. Route the telephone line cord (or DSL filter) through the wall mount bracket hole.
2. Position the telephone base as shown below. Insert the extended tabs (see illustration 2 below) of the wall mount bracket into the slots on the back of the telephone base (marked **B**). Push the telephone base down until it is securely in place.



A DSL filter (not included) is required if you have DSL high-speed Internet service.

## Wall mount installation

3. Plug the telephone line cord (or DSL filter) into the wall jack. Plug the power adapter into a power outlet not controlled by a wall switch.
4. Align the holes on the wall mount bracket with the standard wall plate and slide the wall mount bracket down until it locks securely. Bundle the telephone line cord and power adapter cord neatly with twist ties.



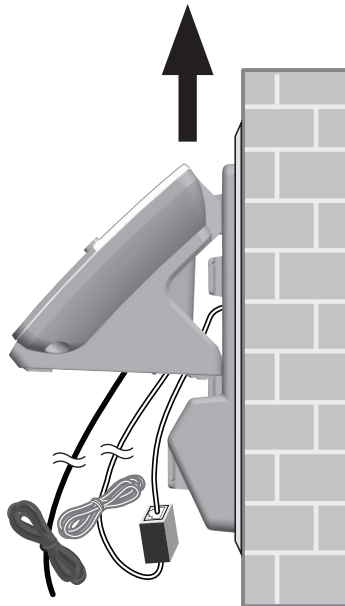
## Wall mount installation

### **Wall mount to tabletop installation**

---

To change the telephone base from wall mount installation to tabletop installation, follow the steps below.

1. If the telephone line cord and power adapter cord are bundled, untie them first.
2. Push the telephone base up to detach it from the wall mount bracket. Unplug the telephone line cord (or DSL filter) from the wall. Unplug the power adapter from the power outlet.
3. Push the wall mount bracket up to remove it from the wall.
4. Refer to **Telephone base and charger installation** on page 6 to install the telephone base.





## Menu overview

Use the menu to change the telephone settings.


1. Press **MENU/SELECT** in idle mode (when handset is not in use) to enter the main menu.
2. Press **▼CID** or **▲DIR** to scroll through menu items.
3. Press **MENU/SELECT** to select or save the indicated item.

**-OR-**

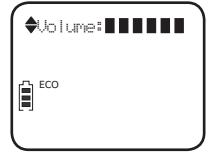
Press  **OFF/CANCEL** to cancel an operation, back up to the previous menu or exit the menu display. Press and hold  **OFF/CANCEL** to cancel an operation and return to idle mode.

# Handset settings


## Ringer volume

You can set the handset ringer volume level (1-6), or turn the ringer off. When the ringer is off,  and **Ringer off** appears on the handset screen.

1. Press **MENU/SELECT** in idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to scroll to **Ringers**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to select **Ringer volume**.
4. Press **▼CID** or **▲DIR** to sample each volume level.
5. Press **MENU/SELECT** to save your preference.



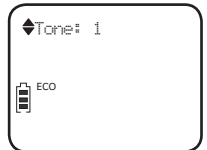
### NOTES:


- The handset ringer volume also determines the ringer volume of intercom calls and paging tones.
- If the handset ringer volume is off, that handset ringer is silenced for all incoming calls. However, that handset still plays the paging tone when responding to the handset locator feature (see **Handset locator** on page 26).
- While the telephone is ringing, press  **OFF/CANCEL** or **MUTE/DELETE** to silence the ringer temporarily on that handset only (see **Temporary ringer silencing** on page 19).

## Ringer tone

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

1. Press **MENU/SELECT** in idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to scroll to **Ringers**, then press **MENU/SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to **Ringer tone**, then press **MENU/SELECT**.
4. Press **▼CID** or **▲DIR** to sample each tone.
5. Press **MENU/SELECT** to save your preference.



-  **NOTE:** If you turn off the handset ringer volume, you will not hear ringer tone samples.

## Handset settings

**LCD language**

You can select the language used for all screen displays.

1. Press **MENU/SELECT** in the idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to scroll to **Settings**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to select **LCD language**.
4. Press **▼CID** or **▲DIR** to select **English, Français** or **Español**.
5. Press **MENU/SELECT** twice to save your preference.



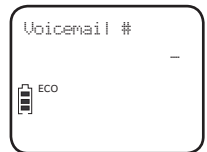
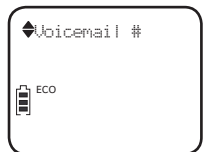
**i NOTE:** If you accidentally change the LCD language to French or Spanish, you can reset it back to English without going through the French or Spanish menus. Press **MENU/SELECT** in idle mode, then enter **\*364#** using the dialing keys. You hear a confirmation tone.

**Set speed dial voicemail number**

If you subscribe to a voicemail service offered by your telephone service provider, you can save the voicemail number to **☑ 1** on each handset for easy access. When you want to retrieve voicemail messages, press and hold **☑ 1**. Contact your telephone service provider for more information and assistance about your voicemail service.

**To set your voicemail number:**

1. Press **MENU/SELECT** in idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to scroll to **Settings**, then press **MENU/SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to **Voicemail #**, then press **MENU/SELECT**.
4. Use the dialing keys to enter the voicemail number (up to 30 digits).
5. Press **MENU/SELECT** to save. The handset shows **VM # saved** and the stored number.

**-OR-**


If it is your first time to set the voicemail number:

1. Press and hold **☑ 1** in idle mode.
2. Use the dialing keys to enter the voicemail number (up to 30 digits).
3. Press **MENU/SELECT** to save. The handset dials the saved voicemail number.

## Handset settings

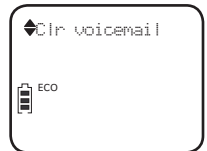
### Clear voicemail indication


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Use this feature when the telephone indicates there is a new voicemail message but there is none. This may occur, for example, when you have accessed your voicemail while away from home. This feature only turns off the displayed **New voicemail** message and  icon; it does not delete your voicemail messages. As long as you have new voicemail messages, your telephone service provider continues to send the signal to turn on the indicators.

#### To manually turn off the new voicemail indicators:

1. Press **MENU/SELECT** when in idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to scroll to **Settings**, then press **MENU/SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to **Clr voicemail**, then press **MENU/SELECT**. The screen shows **Reset VM Icon?**
4. Press **MENU/SELECT** to turn the voicemail indication off.



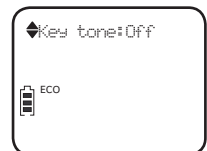
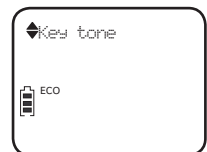
 **NOTE:** For more information about using your voicemail service, contact your telephone service provider for assistance.

### Key tone

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The handset is programmed to beep with each key press. You can turn the key tone off, so there are no beeps when you press keys.

1. Press **MENU/SELECT** in idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to scroll to **Settings**, then press **MENU/SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to **Key tone**, then press **MENU/SELECT**.
4. Press **▼CID** or **▲DIR** to select **On** or **Off**.
5. Press **MENU/SELECT** to save your preference.





## Handset settings

**Set date/time**

If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call (see **About caller ID** on page 40). However, the year must be set so that the day of the week can be calculated from the caller ID information.

Follow the steps below to set the month, date, year and time.

1. Press **MENU/SELECT** in idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to scroll to **Set date/time**, and then press **MENU/SELECT**.
3. Press **▼CID** or **▲DIR** to select the month, then press **MENU/SELECT**, or enter the 2-digit number (**01-12**) using the dialing keys (**0-9**).
4. Press **▼CID** or **▲DIR** to select the day, then press **MENU/SELECT**, or enter the 2-digit number (**01-31**) using the dialing keys (**0-9**).
5. Press **▼CID** or **▲DIR** to select the year, or enter the 2-digit number (**00-99**) using the dialing keys (**0-9**), then press **MENU/SELECT**.
6. Press **▼CID** or **▲DIR** to select the hour, then press **MENU/SELECT**, or enter the 2-digit number (**00-23**) using the dialing keys (**0-9**).
7. Press **▼CID** or **▲DIR** to select the minute, then press **MENU/SELECT**, or enter the 2-digit number (**00-59**) using the dialing keys (**0-9**).
8. Press **▼CID** or **▲DIR** to choose **AM** or **PM**. Press **MENU/SELECT** to save.



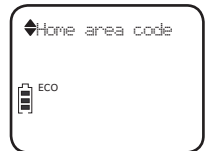
## Handset settings

### Home area code

If you dial 7 digits to make a local call (no area code required), enter your area code into the telephone as home area code. When you receive a call from within your home area code, the caller ID log only displays the 7 digits of the telephone number.

This feature makes it easy for you to make a call from the caller ID log. If you dial 10 digits to make a local call, do not use this home area code feature. If you do, you will not be able to place calls from your caller ID log because they have only 7 digits.

1. Press **MENU/SELECT** in idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to scroll to **Settings**, then press **MENU/SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to **Home area code**, then press **MENU/SELECT**.
4. Use the dialing keys to enter your 3-digit area code. Press **MUTE/DELETE** to erase digits while editing.
5. Press **MENU/SELECT** to save the setting.

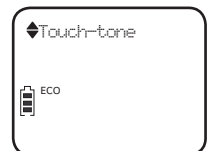
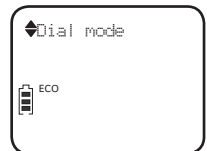


**i NOTE:** If, in the future, your telephone service provider requires you to dial 10 digits to make a local call (area code + telephone number), you need to delete your home area code. While the home area code is displaying in Step 4 above, press and hold MUTE/DELETE. The home area code is now restored to its default setting of \_\_\_ (empty).

### 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 telephone.

1. Press **MENU/SELECT** in the idle mode to enter the main menu.
2. Press **▼CID** or **▲DIR** to scroll to **Settings**, then press **MENU/SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to **Dial mode**, then press **MENU/SELECT**.
4. Press **▼CID** or **▲DIR** to choose between **Touch-tone**, and **Pulse**.
5. Press **MENU/SELECT** to save the setting.



**i NOTE:** If you have dial pulse (rotary) dialing service only, refer to **Temporary tone dialing** on page 24 to temporarily switch from pulse to touch-tone dialing during a call.

## Handset settings

### **QUIET mode**

---

When **QUIET** mode is turned on, the telephone silences all sounds during the set period of time (1-12 hours). However, the handset locator paging tone and any sound-generating operations initiated by users, such as making calls using the speakerphone or setting ringer volume, will sound as normal. After you turn on **QUIET** mode, this feature activates immediately.

#### **To turn QUIET mode on:**

1. Press and hold **QUIET #** in idle mode to enter the **QUIET** mode setting screen. The screen shows **Quiet: \_\_ hours [1-12]**.
2. Use the dialing keys to enter the desired number of hours (1-12) you would like to turn on **QUIET** mode, then press **MENU/SELECT**. Your screen briefly shows **Quiet mode on**.

#### **To turn QUIET mode off:**

- While **QUIET** mode is on, press and hold **QUIET #**. The screen shows **Quiet mode off** briefly and then returns to idle.



#### **NOTES:**

- If you change the handset ringer, ringer volume, or key tone when **QUIET** mode is on, the sample plays but the feature is still muted after saving the setting.
- After **QUIET** mode is turned off or the set period of time has expired, all muted features will be activated again.
- When **QUIET** mode is on, the handset does not ring when there is an incoming intercom call, but the handset which initiates the intercom call does have the calling tone as normal.

# Making, answering and ending calls

## Making a call

---

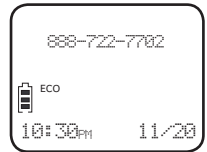
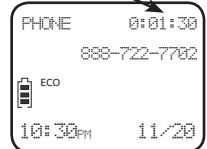
### To make a call:

- Press **PHONE/FLASH** or **/SPEAKER**, then enter the telephone number.

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

### On-hook dialing (predialing):

1. Use the dialing keys to enter the telephone number (up to 30 digits).
  - Press and hold **REDIAL/PAUSE** to insert a 3-second dialing pause (a **P** appears).
  - Press **MUTE/DELETE** or **OFF/CANCEL** to erase digits.
2. Press **PHONE/FLASH** or **/SPEAKER** to call.



### **NOTES:**

- Pressing **PHONE/FLASH** to access services from your telephone service provider does not affect the elapsed time.
- When a handset is on a call and there is another handset attempts to access the directory, speed dial list or caller ID log, the screen of the other handset shows **Not available**.

## Temporary ringer silencing

---

### To silence the ringer temporarily on that handset only:

- While the telephone is ringing, press **OFF/CANCEL** or **MUTE/DELETE**.


This turns off the ringer without disconnecting the call. The next incoming call rings normally at the preset volume.



- **NOTE:** Unless the ringer volume is turned off on that handset, each handset rings when there is an incoming call.

## Making, answering and ending calls

### Answering a call


Press any dialing key (**0-9**, \* or #) or  **PHONE/FLASH**.


**-OR-**

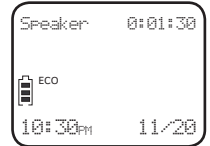
Press  **/SPEAKER** to answer using the speakerphone.




### Handset speakerphone

During a call, press  **/SPEAKER** to switch between speakerphone and normal handset use.

Press  **OFF/CANCEL** or return the handset to the telephone base or charger to hang up.



 **NOTE:** After installing the battery in the handset, the screen may show **Low battery**. If you use the speakerphone at this time, the battery may become depleted. Follow the instructions in **Battery charging** on page 8.

### Ending a call

Press  **OFF/CANCEL**.

**-OR-**

Put the handset in the telephone base or charger to end the call.



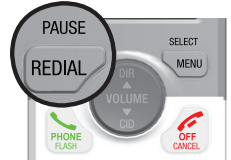
## Redial

Each handset stores the 10 most recently called numbers in the redial list.

### View numbers in the redial list

---

1. Press **REDIAL/PAUSE** in idle mode.
2. Press **▲DIR**, **▼CID** or **REDIAL/PAUSE** repeatedly to scroll through the 10 most recently called numbers (up to 30 digits each). The handset beeps twice at the beginning or end of the list.
3. Press **PHONE/FLASH** or **OFF/CANCEL** to exit the redial list.

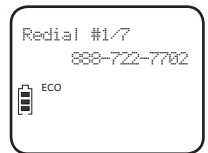


**i NOTE:** If you access an empty redial list, the handset sounds an error tone.

### Call a number from the redial list

---

1. Press **REDIAL/PAUSE** in idle mode.
2. Press **▲DIR**, **▼CID** or **REDIAL/PAUSE** repeatedly to scroll through the 10 most recently called numbers (up to 30 digits each). The handset beeps twice at the beginning or end of the list.
3. When the number you want to call is displayed, press **PHONE/FLASH** or **OFF/CANCEL** to dial.



**-OR-**

1. Press **PHONE/FLASH** or **OFF/CANCEL**.
2. Press **REDIAL/PAUSE**, then press **▲DIR**, **▼CID** or **REDIAL/PAUSE** repeatedly until the number you want to call is displayed.
3. Press **MENU/SELECT**. The handset dials the desired number.

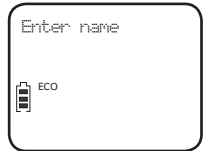
**i NOTE:** If you press **REDIAL/PAUSE** when the redial list is empty, the handset sounds an error tone.

## Redial

### Copy a number from the redial list to the directory

---

1. Press **REDIAL/PAUSE**.
2. Press **▼CID** or **▲DIR** to scroll to the number you want to save into the directory. Press **MENU/SELECT** twice. The screen shows **Enter number**.
  - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
  - Press and hold **REDIAL/PAUSE** to enter a 3-second dialing pause (a **P** appears).
  - Press **MUTE/DELETE** to erase a digit.
  - Press and hold **MUTE/DELETE** to erase all digits.
3. Press **MENU/SELECT** again to save the number and edit the name. The screen shows **Enter name**.
  - Use the dialing keys (**0-9**) to edit the name.
  - Press **0** to add a space.
  - Press **MUTE/DELETE** to erase a character.
  - Press and hold **MUTE/DELETE** to erase all characters.
4. Press **MENU/SELECT** to store your new directory entry. The handset shows **Saved** and sounds a confirmation tone.



### Delete a number in the redial list

---

While reviewing a number in the redial list, press **MUTE/DELETE** to delete the displayed number from the redial list.



## Options while on calls

### Volume control

While on a call, press **▲DIR/VOLUME** to increase or **▼CID/VOLUME** to decrease the listening volume.

When the volume reaches the minimum or maximum setting, you hear 2 beeps.



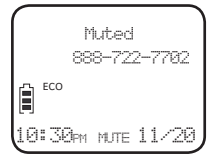
**i NOTE:** The handset volume setting and speakerphone volume setting are independent.

### Mute

Use the mute function to turn off the microphone while on a call. You can hear the caller, but the caller cannot hear you.

#### To turn mute on:

- Press **MUTE/DELETE**. When mute is on, the handset screen shows **Muted** until the mute function is turned off.



#### To turn mute off:

- Press **MUTE/DELETE** and then resume speaking. When mute is off, **Microphone on** appears temporarily on the handset screen.



**-OR-**

Mute is automatically turned off when you end the call.

### Flash/call waiting

If you subscribe to call waiting service provided by your telephone service provider, you hear a beep if someone calls you while you are already on a call.

- Press **PHONE/FLASH** to put your current call on hold and take the new call.
- Press **PHONE/FLASH** anytime to switch back and forth between calls.



**i NOTE:** For more information on caller ID with call waiting, refer to **About caller ID** on page 40.



## Options while on calls

### Temporary tone dialing

If you have dial-pulse (rotary) dialing service only, you can temporarily switch from pulse-tone dialing to touch-tone dialing during a call.



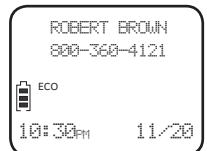
1. During a call, press **TONE**.
2. Use the dialing keys to enter the desired number. The telephone sends touch-tone signals.
3. The telephone automatically returns to pulse dial mode after you end the call.

### Chain dialing

While on a call, you can initiate a dialing sequence from numbers stored in the directory, caller ID log or redial list. Doing this can be useful if you need to access numbers other than telephone numbers (such as account numbers or access codes).

#### To access the directory while on a call:

1. Press **MENU/SELECT**.
2. Press **MENU/SELECT** to choose **Directory**.
3. Press **▼CID** or **▲DIR** to scroll or use the dialing keys (**0-9**) to find the desired entry (see **Search by name** on page 34).
4. Press **MENU/SELECT**. The telephone automatically dials the displayed number.



#### To access the caller ID log while on a call:

1. Press **MENU/SELECT**.
2. Press **▼CID** or **▲DIR** to scroll to **Caller ID log**, then press **MENU/SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to the desired entry. Press **#** (pound key) to view other dialing options if necessary. See **View the dialing options** on page 43 for more details.
4. Press **MENU/SELECT**. The telephone automatically dials the displayed number.


## Options while on calls

### To access the redial list while on a call:

1. Press **REDIAL/PAUSE**. The screen shows the number most recently called. To view up to 10 recently called numbers, press **▲DIR**, **▼CID** or **REDIAL/PAUSE** repeatedly to scroll to the desired number.
2. Press **MENU/SELECT**. The handset dials the displayed number.



### **NOTES:**

- While on a call, you cannot edit a directory entry or redial entry, or copy a caller ID entry into the directory.
- If the directory, speed dial list or caller ID log is being used and you attempt to access one of them, the screen shows **Not available**.
- Press  **OFF/CANCEL** to exit directory, caller ID log or redial list and return to the call without dialing the displayed number.

### Join a call in progress

#### If a handset is already on a call and you would like to join the call:

Press  **PHONE/FLASH** or  **/SPEAKER** on another system handset.

#### To end the call:

Press  **OFF/CANCEL** or place the handset in the telephone base or charger.

The call does not end until all handsets hang up.

### **NOTES:**


- This feature is only applicable to models with more than one handset.
- For models with two to four handsets, all handsets can be used at the same time on an outside call. For models with five handsets, you can use a maximum of four handsets. If the fifth handset attempts to join the call, the handset screen shows **Unable to call**.

Telephone operation




## Handset locator

You can use the handset locator feature to find misplaced handsets.

### To start the paging tone:

- Press /**HANDSET LOCATOR** on the telephone base to start the paging tone on all handsets for 60 seconds.

### To stop the paging tone:

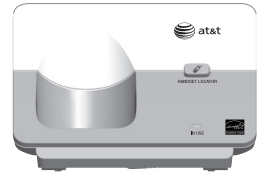
- Press /**PHONE/FLASH**, /**SPEAKER**, /**OFF/CANCEL** or any dialing key (**0-9, \*** or **#**) on the handset(s).

**-OR-**

- Press /**HANDSET LOCATOR** on the telephone base.

**-OR-**

- Place the handset in the telephone base or charger.





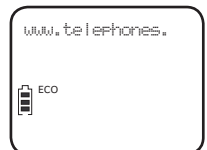
### **NOTES:**

- If you press **MUTE/DELETE** on a handset, the ringer of that handset is silenced but the paging tone continues on the other handsets.
- If a handset is on a call (intercom call or outside call), or out of range, that handset does not beep when paged.

## Web address

You can use the web address feature to view the AT&T website address.

1. Press **MENU/SELECT** in idle mode.
2. Press /**CID** or /**DIR** to scroll to **Web address**, then press **MENU/SELECT**. The screen shows the AT&T Website address.



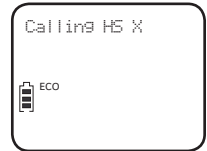
# Intercom

## Make and answer an intercom call

---

Use the intercom feature for conversations between handsets. This feature is only available if you have two system handsets.

1. Press **INT** on your handset when not in use.
  - If you have 2 handsets, your originating handset screen shows **Calling HS X**. The other handset rings and its screen shows **HS X is calling**.
  - If you have more than 2 handsets, your originating handset screen shows **Intercom to**. Use the dialing key to select the destination handset. The originating handset screen shows **Calling HS X** (X represents the handset number). The destination handset rings and its screen shows **HS X is calling**.
2. To answer the intercom call, press any dialing key (**0-9**, **\*** or **#**), **PHONE/FLASH**, **SPEAKER** or **INT** on the other handset. Both handset screens now show **Intercom**.
3. To end an intercom call, press **OFF/CANCEL** or place the handset back in the telephone base or charger. Both handset screens now show **Intercom ended**.



### **NOTES:**

- Before the intercom call is answered, you can cancel it by pressing **OFF/CANCEL** or **INT** on your originating handset.
- If the called party does not answer within 100 seconds or if the handset is in use, on a call or out of range, your originating handset shows **Unable to call**.
- If you have four handsets, of which two handsets are on an intercom call, the other two handsets can be used on an outside call (see **Join a call in progress** on page 25) or a separate intercom call.

## Answer an incoming call during an intercom call

---

If you receive an incoming outside call during an intercom call, there is an alert tone.

### To answer the incoming outside call:

- Press **PHONE/FLASH**. The intercom call ends automatically.

### To end the intercom call without answering the incoming outside call:

- Press **OFF/CANCEL**. The intercom call ends and the handsets ring for the incoming call.

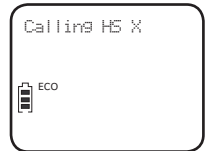
## Call transfer using intercom

Use the intercom feature to transfer an outside call to another system handset.

1. During a call, press **INT**.

- If you have 2 handsets, the outside call is put on hold and your originating handset screen shows **Calling HS X**. The other handset rings and its screen shows **HS X is calling**.
- If you have more than 2 handsets, your originating handset screen shows **Intercom to**. Use the dialing key to enter a handset number. The outside call is put on hold and your originating handset screen shows **Calling HS X**. The destination handset rings and its screen shows **HS X is calling**.

2. To answer the intercom call on the other handset, press any dialing key (**0-9, \*** or **#**), **PHONE/FLASH**, **SPEAKER** or **INT**. The outside call is still on hold and both handset screens now show **Intercom**. You can now have a private conversation between system handsets.



### **NOTES:**


- To cancel the intercom call and return to the external call before the intercom call is answered, press **OFF/CANCEL**, **PHONE/FLASH** or **INT** on your originating handset.
  - If the called party does not answer within 100 seconds or if the handset is in use, on a call or out of range, the calling handset shows **Unable to call** on its screen and automatically returns to the outside call.
3. From the intercom call, you have the following options:
- You can let the other handset join you on the outside call in a three-way conversation. Press and hold **INT** on the originating handset.
  - You can transfer the call. Press **OFF/CANCEL**, or place your handset back in the telephone base or charger. Your originating handset screen shows **Transferred**. The other handset automatically connects to the outside call.
  - You can switch between the outside call (**Outside call** appears on the screen) and the intercom call (**Intercom** appears on the screen). Press **INT** on the originating handset to switch.
  - The called party can end the intercom call by **OFF/CANCEL** or placing the other handset back in the telephone base or charger. The outside call continues with the originating handset.

## Directory overview

### Shared directory

---

The directory is stored in the telephone base, and is shared by all handsets. Changes made to the directory on any one handset apply to all.

 **NOTE:** Only one handset can review the directory at one time. If another handset attempts to enter the directory, the screen shows **Not available**.



### Directory memory capacity

---

The directory can store up to 50 entries, with a maximum of 15 alphanumeric characters (including spaces) for the names and 30 digits for the telephone numbers.



If there are already 50 entries, the screen shows **Directory full**. You cannot store a new number until you delete one.



If the directory is empty, when you access it, the screen shows **Directory empty**.

### Exiting the directory

---

Press  **OFF/CANCEL** to cancel an operation, back up to the previous menu, or exit the menu display. Press and hold  **OFF/CANCEL** to return to idle mode.

## Create directory entries

### Create a new directory entry

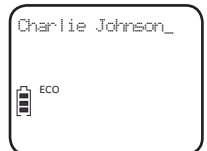
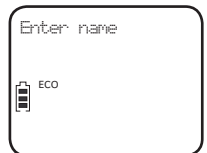
---

1. Press **MENU/SELECT** in idle mode.
2. Press **MENU/SELECT** to choose **Directory**.
3. Press **MENU/SELECT** to choose **Add contact**.
4. Enter the telephone number when prompted.
  - Use the dialing keys to enter a number (up to 30 digits).
    - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
    - Press and hold **REDIAL/PAUSE** to enter a 3-second dialing pause (a **P** appears).
    - Press **MUTE/DELETE** to erase a digit.
    - Press and hold **MUTE/DELETE** to erase all digits.



#### -OR-

- Copy a number from the redial list by pressing **REDIAL/PAUSE** and then **▼CID** or **▲DIR**, or pressing **REDIAL/PAUSE** repeatedly to locate the desired number. Press **MENU/SELECT** to copy the number.
5. Press **MENU/SELECT** to save the number in the display.
  6. Enter the name when prompted. Use the dialing keys and refer to **Character chart** on page 31 to enter a name (up to 15 characters). Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key.
    - Press **0** to add a space.
    - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
    - Press **MUTE/DELETE** to erase a character.
    - Press and hold **MUTE/DELETE** to erase all characters.




## Create directory entries

## Character chart:

Dialing key	Characters by number of key press										
	1	2	3	4	5	6	7	8	9	10	11
1	1	.	-	'	(	)	*	#	&	/	,
2	a	b	c	A	B	C	2				
3	d	e	f	D	E	F	3				
4	g	h	i	G	H	I	4				
5	j	k	l	J	K	L	5				
6	m	n	o	M	N	O	6				
7	p	q	r	s	P	Q	R	S	7		
8	t	u	v	T	U	V	8				
9	w	x	y	z	W	X	Y	Z	9		
0	space	0									

7. Press **MENU/SELECT** to store your new directory entry. The handset shows **Saved** and a confirmation tone sounds.

 **NOTE:** The screen shows **Number repeated** if the number is already in the directory. You cannot save the same number more than once.

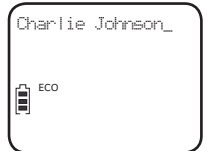
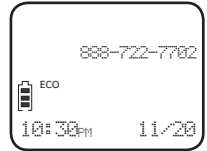


## Create directory entries

### Add a predialed telephone number to the directory

---

1. While the handset is in idle mode, use the dialing keys to enter the telephone number (up to 30 digits).
  - Press and hold REDIAL/PAUSE to insert a 3-second dialing pause (a **P** appears).
  - Press **MUTE/DELETE** to erase a digit.
  - Press and hold MUTE/DELETE to erase all digits.
2. Press **MENU/SELECT** twice to move on to edit the name. Refer to Step 6 in **Create a new directory entry** on page 30.
3. Press **MENU/SELECT** to store your new directory entry. The handset shows **Saved** and sounds a confirmation tone.



## Review the directory

### Review directory entries

---

1. Press **▲DIR** when in idle mode. The screen shows a summary briefly, then the first entry in the directory. **Directory empty** appears if there are no directory entries.
2. Press **▼CID** or **▲DIR** to browse through the directory. Entries appear alphabetically by the first letter in the name.

**-OR-**

1. Press **MENU/SELECT** when in idle mode.
2. Press **MENU/SELECT** to choose **Directory**.
3. Press **▼CID** or **▲DIR** to scroll to **Review**, then press **MENU/SELECT**. The screen shows a summary briefly, then the first entry in the directory.
4. Press **▼CID** or **▲DIR** to browse through the directory. Entries appear alphabetically by the first letter in the name.



**i NOTE:** If the telephone number in the directory exceeds 15 digits, a dash appears after the 14th digit, and the remaining digits are displayed after two seconds beginning with a dash.

## Review the directory

### Search by name

---

1. Press **▲DIR** when the handset is in idle mode.
2. When an entry appears, use the dialing keys (**0-9**) to start a name search (alphabetical search).


The directory shows the first name beginning with the first letter associated with the dialing key if there is an entry in the directory that begins with that letter. Press

**▼CID** or **▲DIR** to scroll through the entries beginning with that letter.

3. To see other names that start with the letters on the same dialing key, keep pressing the key until the desired letter is shown. The names appear in alphabetical order.

For example, if you have the names Jennifer, Jessie, Kevin and Linda in your directory:

- If you press **5 (JKL)** once, **J** and then **Jennifer** displays.
- If you press **5 (JKL)** once, **J** displays. Press **▼CID**. **Jessie** displays.
- If you press **5 (JKL)** twice, **K** and then **Kevin** displays.
- If you press **5 (JKL)** three times, **L** and then **Linda** displays.
- If you press **5 (JKL)** four times, **5** displays.
- If you press **5 (JKL)** five times, **J** displays and then **Jennifer** displays again.

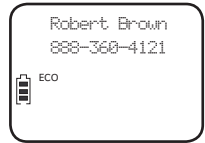
 **NOTE:** If you press a dialing key (**0-9**) and no name starts with any letter on that key, the directory shows the entry that matches the next letter in the directory.



## Dial, delete and edit a directory entry

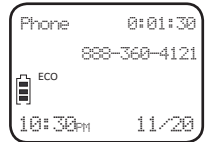
You can dial, delete or edit a displayed directory entry.

See **Review directory entries** on page 33 or **Search by name** on page 34 to show an entry from the directory.



### Dial a directory number

While reviewing a directory entry, press **PHONE/FLASH** or **SPEAKER** to dial the displayed telephone number from the directory.



### Delete a directory entry

1. While reviewing a directory entry, press **MUTE/DELETE**. The screen shows **Delete contact?**
2. Press **MENU/SELECT** to delete the displayed entry from the directory. The handset shows **Deleting...** and then **Contact deleted** with a confirmation tone. Once deleted, you cannot retrieve that entry.

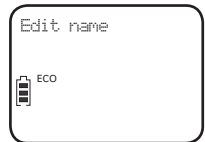
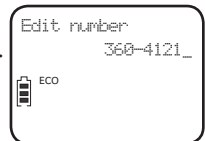
**NOTE:** If the directory entry you deleted is also in the speed dial location, the telephone will automatically clear the number stored in that speed dial location.



### Edit a directory entry

1. While reviewing a directory entry, press **MENU/SELECT**. The screen shows **Edit number** with the current number of the entry.
2. Edit the telephone number.

- Use the dialing keys to enter a number (up to 30 digits).
  - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
  - Press and hold **REDIAL/PAUSE** to enter a 3-second dialing pause (a **P** appears).
  - Press **MUTE/DELETE** to erase a digit.
  - Press and hold **MUTE/DELETE** to erase all digits.




**-OR-**

- Copy a number from the redial list by pressing **REDIAL/PAUSE** and then **▼CID** or **▲DIR**, or pressing **REDIAL/PAUSE** repeatedly to locate the number. Press **MENU/SELECT** to copy the number.

## Dial, delete and edit a directory entry

3. Press **MENU/SELECT** to save the number. The screen shows **Edit name** with the current name of the entry.
4. Edit the characters.
  - Press **0** to add a space.
  - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
  - Press **MUTE/DELETE** to erase a character.
  - Press and hold **MUTE/DELETE** to erase all characters.
5. Press **MENU/SELECT** to save. The handset shows **Saved**, then the updated entry.

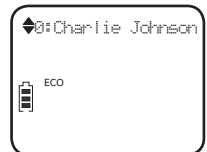
# Speed dial

The telephone system has nine speed dial locations (**2-9, 0**) and a voicemail access location  **1** where you can store the telephone numbers you wish to dial more quickly. You can store up to 30 digits in each location. Speed dial assignments can only be selected from the existing directory entries. The voicemail access number must be manually entered.

## Assign a speed dial number

---

1. Press **MENU/SELECT** when the handset is in idle mode.
2. Press **MENU/SELECT** to choose **Directory**.
3. Press **▼CID** or **▲DIR** to scroll to **Speed dial**, then press **MENU/SELECT**.
4. Press **▼CID** or **▲DIR** to choose your desired speed dial location, or press the dialing key (**2-9, 0**) corresponding to the location you wish to assign, then press **MENU/SELECT**. The handset briefly shows **Copy from DIR..** and then enters the directory.
5. Press **▼CID** or **▲DIR** to scroll to the phone number you wish to assign to the selected speed dial location.
6. Press **MENU/SELECT** to save. The name (up to 12 characters) of the desired directory entry appears in the selected speed dial location.



# Speed dial

## Reassign a speed dial number


---

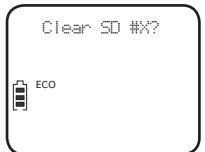
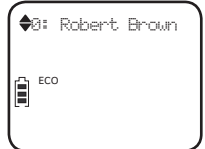
1. Press **MENU/SELECT** when the handset is in idle mode.
2. Press **MENU/SELECT** to choose **Directory**.
3. Press **▼CID** or **▲DIR** to scroll to **Speed dial**, then press **MENU/SELECT**.
4. Press **▼CID** or **▲DIR**, or the dialing key (**2-9, 0**) corresponding to the location you wish to reassign.
5. Press **MENU/SELECT** twice. The screen shows **Reassign SD**.
6. Press **MENU/SELECT**. The handset briefly shows **Copy from DIR..** and then enters your directory list.
7. Press **▼CID** or **▲DIR** to scroll to the phone number you wish to reassign to the selected speed dial location.
8. Press **MENU/SELECT** to save. The name (up to 12 characters) of the desired directory entry appears in the selected speed dial location.

## Clear a speed dial location

---

1. Follow Steps 1-3 in **Reassign a speed dial number** above to enter the speed dial list.
2. Press **▼CID** or **▲DIR** to scroll to the desired speed dial location.
3. Press **MUTE/DELETE**. The screen displays **Clear SD #X?** (**X** represents the speed dial location number).
4. Press **MENU/SELECT** to confirm.

 **NOTE:** Clearing the speed dial locations does not affect the entries in the directory.



## Assign your speed dial voicemail number

---

See the **Set speed dial voicemail number** section on page 14 for instructions on assigning your speed dial voicemail number.

## Speed dial

### **Make a call using speed dial**

---

When in idle mode, press and hold the dialing key (**0** or **2-9**) corresponding to the assigned speed dial number you wish to call.

**-OR-**

1. Press **MENU/SELECT** when the handset is in idle mode.
2. Press **MENU/SELECT** to choose **Directory**.
3. Press **▼CID** or **▲DIR** to scroll to **Speed dial**, then press **MENU/SELECT**.
4. Press **▼CID** or **▲DIR** to scroll to the desired location (**0** or **2-9**) and then press **☎PHONE/FLASH** or **🔊/SPEAKER** to call.

### **Check your voicemail using speed dial**

---

Press and hold the **☑ 1** key on your handset to dial your voicemail number.



## About caller ID

This product supports caller ID services offered by most telephone service providers. Caller ID allows you to see the name, number, date and time of calls. The available caller ID information will appear after the first or second ring.

### **Information about caller ID with call waiting**

---

Caller ID with call waiting lets you see the name and telephone number of the caller before answering the call, even while on another call.

It may be necessary to change your telephone service to use this feature.

Contact your telephone service provider if:

- You have both caller ID and call waiting, but as separate services (you may need to combine these services).
- You have only caller ID, or only call waiting service.
- You don't subscribe to caller ID or call waiting services.

There may be fees for caller ID services. In addition, services may not be available in all areas.

This product can provide information only if both you and the caller are in areas offering caller ID services and if both telephone service providers use compatible equipment. The time and date are sent by the telephone service provider along with the call information.

The caller ID information may not be available for every incoming call. The callers may intentionally block their names and/or telephone numbers.

**i** **NOTE:** You can use this product with regular caller ID service, or you can use this product's other features without subscribing to either caller ID or combined caller ID with call waiting service.

### **About home area code**

---

See **Home area code** on page 17 to determine if you should enter your area code. Entering the area code changes how numbers are displayed in the caller ID log and how to return a call from the caller ID log (see

**View dialing options** on page 43).



## Caller ID log

### How caller ID log works

---

The telephone stores caller ID information about the last 50 incoming calls in the telephone base. Each entry may have up to 24 digits for the telephone number and 15 characters for the name. Entries are stored in reverse chronological order. The telephone deletes the oldest entry when the log is full to make room for new calls. This information is common to all handsets, so changes made to any handset are reflected in all other handsets. If you answer a call before the information appears on the screen, it does not show in the caller ID log.

**i NOTE:** The caller ID information might not be available for every incoming call. The callers might intentionally block their names and/or telephone numbers (see **Reasons for missing caller ID information** on page 46).

### Memory match

---

If the incoming telephone number matches the last seven digits of a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

For example, if Christine Smith calls, her name appears as **Chris** if this is what you entered into your directory.



**i NOTE:** The number shown by your caller ID is in the format sent by the telephone service provider. The telephone service provider usually delivers 10-digit telephone numbers (area code plus telephone number). If the telephone number of the caller does not match a number in your directory, the name appears as it is delivered by the telephone service provider. For example, if the telephone service provider includes the area code but the number in your directory does not, the name appears as delivered by the telephone service provider.


## Caller ID operation

### Missed (new) calls indicator

---

When you have calls that have not been reviewed, all handset screens show **XX missed calls** when in idle mode.

All entries that have not been reviewed are counted as missed (new) calls. Each time you review a caller ID log entry marked as **NEW**, the number of missed calls decreases by one.

If you do not want to review the missed (new) calls one by one, but you still want to keep them in the caller ID log, you can press and hold  **OFF/CANCEL** for 4 seconds when the handset is idle. All the entries in the caller ID log will be considered old (reviewed), and the missed call(s) message goes away.



### Review the caller ID log

---

Review the caller ID log to find out who called, to return the call or to copy the caller's name and number into your directory. **Call log empty** appears if there are no records in the caller ID log.

1. When a handset is in idle mode, press **▼CID** to view the caller ID log in reverse chronological order starting with the most recent call.

**-OR-**

You can also review the caller ID log by pressing **MENU/SELECT**, then **▼CID** or **▲DIR** to scroll to **Caller ID log**. Press **MENU/SELECT** twice to select **Review**.

2. Press **▼CID** or **▲DIR** to scroll through the list. The handset beeps twice when you reach the beginning or end of the caller ID log.

3. Press  **OFF/CANCEL** to exit the caller ID log.

### NOTES:

- If the telephone number has more than 15 digits, only the last 15 digits appear in the caller ID log.
- Only one handset can review the caller ID log at a time. If another handset attempts to enter the caller ID log, it shows **Not available**.

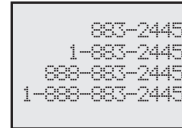
# Caller ID operation

## View dialing options

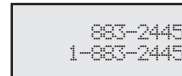
---

Although the caller ID log entries received typically have 10 digits (the area code plus the 7-digit number), in some areas, you may need to dial only the seven digits, 1 plus the seven digits, or 1 plus area code plus the seven digits. You can follow the steps below to change the number of digits that you dial in the caller ID log.

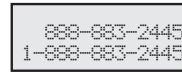
1. When a handset is in idle mode, press **▼CID** to view the caller ID log in reverse chronological order starting with the most recent call.
2. Before dialing or saving the telephone number in the directory, press **#** (pound key) repeatedly to show different dialing options for local and long distance numbers.



Press #



Press 1



**-OR-**

Press **1** repeatedly if you need to add or remove **1** in front of the telephone number.



3. When the number is in the correct format for dialing, press **☎PHONE/FLASH** or **🔊SPEAKER** to call the number.

To save the number to the directory, see **Save a caller ID log entry to the directory** on page 45.

**i NOTE:** If you do not need to dial the area code for local calls, make sure to program your home area code (see **Home area code** on page 17).

## Caller ID operation

### Dial a caller ID log entry

1. While reviewing the caller ID log entry, press ▼CID or ▲DIR to browse through the caller ID log.
2. Press PHONE/FLASH or /SPEAKER to dial the displayed entry.

### Delete caller ID log entries

#### To delete a caller ID log entry:

1. While reviewing the caller ID log, press ▼CID or ▲DIR to browse through the caller ID log.
2. Press MUTE/DELETE to delete the displayed entry from the caller ID log. The screen shows **Deleting...** with a confirmation tone. Once deleted, you cannot retrieve that entry.

#### To delete all caller ID log entries:

1. Press MENU/SELECT in idle mode.
2. Press ▼CID or ▲DIR to scroll to **Caller ID log**, then press MENU/SELECT.
3. Press ▼CID or ▲DIR to scroll to **Del all calls**, then press MENU/SELECT. The screen shows **Delete all?**
4. Press MENU/SELECT to delete all entries from the caller ID log. The screen shows **Deleting...** with a confirmation tone. Once deleted, you cannot retrieve that entry.



## Caller ID operation

### Save a caller ID log entry to the directory

---

1. While reviewing the caller ID log, press **▼CID** or **▲DIR** to browse through the caller ID log.
2. Press **MENU/SELECT**. The screen shows **Edit number**.
3. Use the dialing keys to modify the telephone number (up to 30 digits).
  - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
  - Press and hold **REDIAL/PAUSE** to enter a 3-second dialing pause (a **P** appears).
  - Press **MUTE/DELETE** to erase a digit.
  - Press and hold **MUTE/DELETE** to erase all digits.
4. Press **MENU/SELECT** to save the number in the display. The screen shows **Edit name**.
5. Use the dialing keys and refer to **Character chart** on page 31 to modify the name (up to 15 characters).
  - Press **0** to add a space.
  - Press **▼CID** or **▲DIR** to move the cursor to the left or right.
  - Press **MUTE/DELETE** to erase a character.
  - Press and hold **MUTE/DELETE** to erase all characters.
6. Press **MENU/SELECT** to save. The screen shows **Saved** with a confirmation tone.

#### **NOTES:**

- The screen shows **Number repeated** if the number is already in the directory. You cannot save the same number more than once.
- If the directory is full, the screen shows **Directory full**.
- If you try to save a caller ID log entry to the directory without a number, **Unable to save** displays.
- If the telephone number has more than 15 digits, only the last 15 digits appear in the caller ID log. However, the telephone can still save all digits (up to 24 digits) of that telephone number from the caller ID log in the directory.
- You might need to change how a caller ID number is saved in the directory if the entry does not appear in the correct format. Caller ID numbers might appear with an area code that might not be necessary for local calls, or without a **1** that might be necessary for long distance calls. For details, see **View dialing options** on page 43.

## Reasons for missing caller ID information

There are occasions when other information or no information shows for various reasons:

Screen message	Reason
<b>PRIVATE NAME</b>	The caller prefers not to show the name.
<b>PRIVATE CALLER</b>	The caller prefers not to show the name and telephone number.
<b>UNKNOWN NAME</b>	Your telephone service provider cannot determine the caller's name.
<b>UNKNOWN CALLER</b>	Your telephone service provider cannot determine the caller's name and telephone number. Calls from other countries may also generate this message.

## Adding and registering handsets

Your telephone system can support up to five handsets. The handsets provided within your product package are already registered as **HANDSET 1**, and so forth. You can purchase additional handset AT&T **EL50003** to expand your telephone system. **EL50003** is for use with **EL51103/EL51203/EL51253/EL51303/EL51353/EL51403/EL51453/EL51503**. Additional handsets are assigned numbers in the sequential order they are registered (up to **HANDSET 5**). Each handset must be registered to the telephone base before use.

### Register a handset to the telephone base

1. Before you begin registration, make sure the handset is out of the telephone base or charger and shows **To register HS...** and **...see manual** alternately.
2. Put the handset you wish to register on the telephone base cradle.
3. The **IN USE** light on the telephone base turns on. After about 10 seconds, the handset shows **Registering...** The handset shows **Registered** and you hear a confirmation tone if the registration was successful. The **IN USE** light turns off. The handset is now registered with the telephone base.



For registration, put the handset on the telephone base, not the handset charger.

If the registration fails, the handset displays **Failed** and then **To register HS...** and **...see manual** alternately. Try the registration again by removing the handset from the telephone base and then placing it back in.

### NOTES:

- You cannot register a handset if any other system handset is in use.
- You can only register one handset to the telephone base at a time.



## Deregistering handsets

If you want to replace a handset, or reassign the designated handset number of a registered handset, you must deregister all handsets that are registered to the telephone base, and then register each handset individually.

To make deregistration easier, read all of the instructions below before you begin.

### **Deregister all handsets from the telephone base**

---

1. Press and hold **📞/HANDSET LOCATOR** on the telephone base for about 10 seconds until the **IN USE** light on the telephone base turns on and starts to flash.
2. Immediately press **📞/HANDSET LOCATOR** again. You must press **📞/HANDSET LOCATOR** while the **IN USE** light is still flashing. The **IN USE** light flashes for approximately five seconds.
3. The deregistration takes about 10 seconds to complete. All handsets display **To register HS...** and **...see manual** alternately if the deregistration was successful.

To register the handset(s) to the telephone base again, follow the registration instructions on the previous page.








#### **NOTES:**

- If the deregistration fails, you may need to reset the system and try again. To reset, unplug the power from the telephone base and plug it back in.
- You cannot deregister the handsets if any other system handset is in use.
- Even if the battery is depleted, you can still deregister the handsets by following the steps above. After the handset is charged for at least ten minutes, the screen shows **To register HS...** and **...see manual** alternately.

# Screen icons, indicator lights and alert tones

## Screen icons



 (flashing)	The battery icon flashes when the battery is low and needs charging.
 (animated display)	The battery icon animates when the battery is charging.
	The battery icon becomes solid when the battery is fully charged.
	The handset ringer is turned off.
	There are new voicemail received from the telephone service provider.
<p><b>ECO</b></p>	The ECO mode activates automatically to reduce power consumption when the handset is within range from the telephone base.
<p><b>NEW</b></p>	The entry you are reviewing is new in the caller ID log.

## Handset indicator lights



**CHARGE** light

On when the handset is charging in the telephone base or charger.

Extra large display

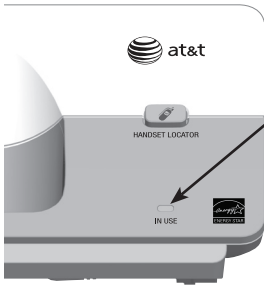
Lighted big buttons

**Speaker/SPEAKER** light

On when the speakerphone is in use.

# Screen icons, indicator lights and alert tones

## Telephone base indicator lights



### IN USE light

- On when the handset is in use.
- On when a handset is being registered.
- Flashes slowly when another telephone on the same line is in use, or when all handsets are being deregistered.
- Flashes quickly when there is an incoming call.

## Handset alert tones

1 short beep	A Key is pressed.
2 short beeps	<ul style="list-style-type: none"> <li>• Error tone. The command has failed.</li> <li>• You have reached the beginning or end of the list.</li> <li>• You have reached the minimum or maximum listening volume.</li> </ul>
3 short beeps	The handset is out of range or there is no power at the telephone base.
3 short high-pitched beeps	Confirmation tone. The telephone has completed the command successfully.
4 short beeps	Low battery warning.

## Handset display screen messages

<b>Call log empty</b>	You are accessing an empty caller ID log.
<b>Calling HS X</b> (For models with two or more handsets only)	The handset is calling another handset (for intercom calls).
<b>Directory empty</b>	There are no directory entries.
<b>Directory full</b>	The directory is full. You cannot save any new entries unless you delete some current entries.
<b>Ended</b>	You have just ended a call.
<b>HS X is calling</b> (For models with two or more handsets only)	Another handset is calling.
<b>Incoming call</b>	There is an incoming call.
<b>Intercom</b>	The handset is on an intercom call.
<b>Intercom ended</b>	The intercom call has just ended.
<b>Intercom to</b> (For models with two or more handsets only)	You have started the intercom process, and need to enter the number of the handset you wish to call.
<b>Line in use</b>	An extension telephone on the same line or one of the handsets is in use.
<b>Low battery</b>	The battery needs to be charged.
<b>Microphone on</b>	Mute is off so the other party can hear your voice.
<b>Muted</b>	The microphone is off.
<b>New voicemail</b>	There are new voicemail messages from your telephone service provider.
<b>No battery</b>	The handset in the telephone base or charger does not have a battery properly installed.
<b>No line</b>	There is no telephone line connected.
<b>Not available</b>	Someone else is already using the directory, speed dial list or caller ID log.

## Handset display screen messages

<b>Number repeated</b>	The telephone number you have entered is already stored in the directory.
<b>Out of range or no pwr at base</b>	The handset has lost communication with the telephone base.
<b>Outside call</b>	You switched to an external call during an intercom call.
<b>** Paging **</b>	The telephone base is paging all handsets.
<b>Phone</b>	The handset is on a call.
<b>Put in charger</b>	The battery is very low. The handset should be placed in the telephone base or charger.
<b>Quiet mode off</b>	The quiet mode is turned off.
<b>Quiet mode on</b>	The quiet mode is turned on.
<b>Ringer muted</b>	The ringer is muted temporarily during an incoming call.
<b>Saved</b>	An entry has been successfully saved in the directory.
<b>Speaker</b>	The handset speakerphone is in use.
<b>To register HS... ...see manual</b>	The handset is not registered to any telephone base.
<b>Transferred</b>	You have transferred an outside call to another cordless handset.
<b>Unable to call</b>	<ul style="list-style-type: none"> <li>• Intercom failed.</li> <li>• You try to join a call when there are already four handsets on that call.</li> <li>• You try to make a call when the handset is out of range.</li> </ul>
<b>Unable to save</b>	You cannot save a caller ID log entry to the directory without a number.
<b>XX missed calls</b>	There are XX new calls in the caller ID log.

## Troubleshooting

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

### **My telephone doesn't work at all.**

- Make sure the power cord is securely plugged in.
- Make sure that the battery connector is securely plugged into the cordless handset.
- Make sure the telephone line cord is securely and firmly plugged into the telephone base and the telephone wall jack.
- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- If the battery is depleted, charge the handset for at least 30 minutes before you use it. Refer to **Battery charging** on page 8 for details.
- Reset the telephone base. Unplug the electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- You may need to purchase a new battery. Please refer to **Battery installation** on page 7.

### **I cannot get a dial tone.**

- First try all of the suggestions above.
- Move the cordless handset closer to the telephone base. You might have moved out of range.
- If the previous suggestions do not work, disconnect the telephone line cord from your telephone and connect the telephone line cord to another telephone. If there is no dial tone on that other telephone either, then
  - the telephone line cord may be defective: try installing a new telephone line cord.

If changing the telephone line cord does not help, the wall jack (or the wiring to this wall jack) may be defective,

- try using a different wall jack in your home to connect your EL51103/EL51203/EL51253/EL51303/EL51353/EL51403/EL51453/EL51503 telephone, or
- contact your telephone service provider (charges may apply).

## Troubleshooting

### **I cannot dial out.**

- First try all the suggestions in the item **I cannot get a dial tone** above.
- Make sure you have a dial tone before dialing. The cordless handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.
- Check that all the telephones connected to the same telephone line are hung up.
- Make sure to set the dial mode to the correct setting (pulse dialing or tone dialing) for the service in your area (see **Battery installation and charging** on pages 7-8).
- Eliminate any background noise. Noise from a television, radio or other appliances may cause the telephone not to dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dialing from another room with less background noise.
- If other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

### **My cordless handset isn't performing normally.**

- Make sure the power cord is securely plugged into the telephone base. Plug the power adapter into a different, working electrical outlet not controlled by a wall switch.
- Move the cordless handset closer to the telephone base. You might have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.

## Troubleshooting

### **Out of range or no pwr at base appears on my cordless handset.**

- Ensure that the telephone base is powered on.
- Place the cordless handset in the telephone base for one minute to allow the cordless handset and base to synchronize.
- Move the cordless handset closer to the telephone base. You might have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.

### **The batteries do not hold a charge.**

- If the cordless handset is in the telephone base or charger and the charge light does not come on, refer to the item **The charge light is off** on this page.
- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- If the battery is depleted, it may take approximately 30 minutes to charge the handset before it shows **LOW BATTERY**. Refer to **Battery charging** on page 8 for details.
- You may need to purchase a new battery. Please refer to **Battery installation** on page 7.

### **The charge light is off.**

- Make sure the power cord is plugged in correctly and securely.
- Make sure the battery is installed correctly in the handset. Follow the instruction in **Battery installation** on page 7 to install the battery.
- Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Clean the cordless handset and telephone base charging contacts each month using a pencil eraser or cloth.



## Troubleshooting

### **I get noise, static, or weak signals even when I'm near the telephone base.**

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Telephone base and charger installation** on page 6). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- Do not install this telephone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone to a higher location. The telephone will likely have better reception when installed in a high area.
- If the other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

### **I experience poor sound quality when using the speakerphone.**

- For increased sound quality while using the speakerphone, place the handset on a flat surface with the dial pad facing up.
- When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE/DELETE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE/DELETE** again to turn the microphone on.
- Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should terminate speakerphone operation and return to normal handset mode.

## Troubleshooting

### **I hear other calls while using my telephone.**

- Disconnect the telephone base from the telephone wall jack, and plug in a different telephone. If you still hear other calls, the problem is probably in your wiring or telephone service. Call your telephone service provider (charges may apply).

### **My calls cut in and out while I'm using my cordless handset.**

- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- Move the handset closer to the base. The operating range may vary with environmental conditions and time of use. There may be places within your environment that a cordless telephone will not work well. If the problem only occurs in certain areas of your environment, you can conclude that there is nothing wrong with the telephone.
- Do not install this telephone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If your telephone is plugged in with a modem or surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone base to a higher location. The telephone will have better reception when installed in a high area.
- If the other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Telephone base and charger installation** on page 6). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

## Troubleshooting

### **My cordless handset does not ring when I receive a call.**

- Make sure that the ringer is not turned off. Refer to **Ringer volume** on page 13.
- Make sure the telephone line cord is plugged securely into the telephone base and the telephone wall jack. Make sure the power cord is securely plugged in.
- The cordless handset may be too far from the telephone base.
- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- You may have too many extension telephones on your telephone line to allow all of them to ring simultaneously. Try unplugging one telephone at a time until the telephone start ringing.
- The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably on an upper floor.
- If the other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).
- Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is the telephone wall jack. Contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- Completely remove and then replace the battery. Place the cordless handset in the telephone base. Wait for the cordless handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.
- Your telephone line cord might be defective. Try installing a new telephone line cord.

## Troubleshooting


### **My caller ID isn't working.**

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone.
- Your caller must be calling from an area that supports caller ID.
- Both your and your caller's telephone service providers must use caller ID compatible equipment.
- Make sure the home area code is set correctly in the telephone (see **Home area code** on page 17).
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line and the telephone wall jack (see **Telephone base and charger installation** on page 6). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

### **My telephone does not receive caller ID when on a call.**

- Make sure you subscribe to caller ID with call waiting features provided by your telephone service provider. Caller ID features work only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

### **A icon shows on the display and I don't know why.**

- If  appears on the display, then your telephone has received a signal from your telephone service provider that you have a voicemail message waiting for you to retrieve from your telephone service provider. Contact your telephone service provider for more information on how to access your voicemail.

### **I cannot retrieve voicemail messages.**

- If you subscribe to voicemail service from your telephone service provider (charges may apply), contact your telephone service provider for more information on how to access your voicemail.

## Troubleshooting

### **I subscribe to a nontraditional telephone service that uses my computer to establish connections, and my telephone doesn't work.**

- Make sure your computer is powered on.
- Make sure your Internet connection is working properly.
- Make sure that the software is installed and running for your nontraditional telephone service.
- Make sure to plug your USB port adapter into a dedicated USB port on your computer. Do not plug into a multiple port USB hub (USB splitter) that is not powered.
- In a few rare instances, the USB port on your computer may not have enough power. In these instances, try using a USB hub with its own external power supply.
- If you are using a firewall, it may prevent access to your nontraditional telephone service. Contact your service provider for more information.

### **I've set my LCD language to Spanish or French and I don't know how to change it back to English.**

- Press **MENU/SELECT** in idle mode. Enter **\*364#** using the dialing keys. You hear a confirmation tone.

### **Common cure for electronic equipment:**

If the telephone is not responding normally, try resetting the telephone. Do the following in the order listed.

1. Disconnect the power to the telephone base.
2. Disconnect the cordless handset battery, and spare battery, if applicable.
3. Wait a few minutes.
4. Connect power to the telephone base.
5. Completely remove and then replace the battery. Place the cordless handset into the telephone base.
6. Wait for the cordless handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.

# Maintenance

## **Taking care of your telephone**

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

## **Avoid water**

- Your telephone can be damaged if it gets wet. Do not use the handset in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

## **Electrical storms**

- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electric appliances during storms.

## **Cleaning your telephone**

- Your telephone has durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or mild soap.
- Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL. Pull the telephone out by the unplugged cords.

## Important safety information



This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

### Safety information

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- **Read and understand all instructions in the user's manual. Observe all markings on the product.**
- **Avoid using a telephone during a thunderstorm.** There might be a slight chance of electric shock from lightning.
- **Do not use a telephone in the vicinity of a gas leak.** Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
- **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- **If this product does not operate normally, read Troubleshooting on pages 53-60 in this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to **Limited warranty** on pages 68-70. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- **Replace batteries only as described in Battery installation and charging on pages 7-8 in your user's manual.** Do not burn or puncture batteries — they contain caustic chemicals.
- **The power adapters are intended to be correctly oriented in a vertical or floor mount position.** The prongs are not designed to hold the plug in place if they are plugged into a ceiling or an under-the-table or cabinet outlet.



**CAUTION:** Use only the power adapters provided with this product. To obtain a replacement, visit our website at **[www.telephones.att.com](http://www.telephones.att.com)**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

# Important safety information

## Especially about cordless telephones

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the handset by radio waves, so there is a possibility that your cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. **For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.**
- **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet which is not controlled by a wall switch. **Calls cannot be made from the handset if the telephone base is unplugged, switched off or if the electrical power is interrupted.**
- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to TVs and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.
- **Rechargeable batteries:** This product contains nickel-metal hydride rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit with conductive material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.



The RBRC™ Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle nickel-metal hydride rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. Or you may call 1 (800) 8-BATTERY for locations accepting spent Ni-MH batteries.



## Important safety information

### **Precautions for users of implanted cardiac pacemakers**

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**Cardiac pacemakers (applies only to digital cordless telephones):** Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

### **Pacemaker patients**

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- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

### **ECO mode**

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This power conserving technology reduces power consumption for optimal battery performance. The ECO mode activates automatically whenever the handset is synchronized with the telephone base.

## **SAVE THESE INSTRUCTIONS**

## FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US: AAAEQ##TXXXX. This identifier must be provided to your telephone service provider upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with the applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your telephone service provider.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone service provider or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

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

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

- Remain on the line and briefly explain the reason for the call before hanging up.
- Perform such activities in off-peak hours, such as early morning or late evening.

## FCC Part 68 and ACTA

### Industry Canada

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Privacy of communications may not be ensured when using this telephone.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 1.0. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

## FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules.

These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.



To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20cm (8 inches) or more.

This Class B digital apparatus complies with Canadian requirement:  
CAN ICES-3 (B)/NMB-3(B)

# California Energy Commission battery charging testing instructions

This telephone is set up to comply with the energy-conserving standards right out of the box. These instructions are intended for California Energy Commission (CEC) compliance testing only. When the CEC battery charging testing mode is activated, all telephone functions, except battery charging, will be disabled.

## To activate the CEC battery charging testing mode:

1. Unplug the telephone base power adapter from the power outlet. Make sure all handsets are plugged with charged batteries before proceeding.
2. While you press and hold /HANDSET LOCATOR, plug the telephone base power adapter back to the power outlet.
3. After about 20 seconds, when the **IN USE** light starts flashing, release /HANDSET LOCATOR and then press it again within two seconds.



When the phone successfully enters the CEC battery charging testing mode, the **IN USE** light turns off and all handsets display **To register HS...** and **...see manual** alternately.

When the phone fails to enter this mode, repeat all the steps above.

## To deactivate the CEC battery charging testing mode:

1. Unplug the telephone base power adapter from the power outlet, then plug it back in. The telephone base is powered up as normal.
2. Register your handsets back to the telephone base. See page 47 for handset registration instructions.



## Limited warranty

The AT&T brand is used under license - any repair, replacement or warranty service, and all questions about this product should be directed to our website at

**www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

### 1. What does this limited warranty cover?

The manufacturer of this AT&T branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This limited warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

### 2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period ("materially defective PRODUCT")?

During the limited warranty period, the manufacturer's authorized service representative repairs or replaces at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer retains the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer returns the repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

### 3. How long is the limited warranty period?

The limited warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this limited warranty, this limited warranty also applies to repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you or (b) the time remaining on the original one-year limited warranty; whichever is longer.

## Limited warranty

### 4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without a valid proof of purchase (see item 6 on the next page); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

### 5. How do you get warranty service?

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

**[www.telephones.att.com](http://www.telephones.att.com)** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

NOTE: Before calling for service, please review the user's manual. A check of the PRODUCT's controls and features might save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. The manufacturer will return repaired or replaced PRODUCT under this limited warranty. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer notifies you and requests that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

## Limited warranty

### **6. What must you return with the PRODUCT to get warranty service?**

You must:

- a. Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and
- b. Include a “valid proof of purchase” (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- c. Provide your name, complete and correct mailing address, and telephone number.

### **7. Other limitations**

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer’s responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you might also have other rights that vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation might not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion might not apply to you.

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

## Technical specifications

RF frequency band	1921.536MHz — 1928.448MHz
Channels	5
Operating temperature	32°F — 122°F 0°C — 50°C
Telephone base voltage (AC voltage, 60Hz)	96 — 130Vrms
Telephone base voltage (DC adapter output)	AC6V @ 300mA
Handset Battery Pack	2.4V 300mAh Ni-MH
Charger voltage (AC adapter output)	AC6V @ 300mA
Operating times*	Talk time (handset): up to 6.5 hours Talk time (speakerphone): up to 3.5 hours Standby: up to 5 days

\*Operating time varies depending on your actual use and the age of battery.

### **DECT 6.0 digital technology**

Digitally Enhanced Cordless Telecommunications (DECT) 6.0 is a new frequency band that transmits your voice across multiple channels. This technology provides superior quality of voice and sound, high protection against wiretapping and better range than 2.4GHz and 5.8GHz phone systems, while not interfering with wireless routers.

### **Telephone operating range**

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

### **Simulated full-duplex handset speakerphone**

The simulated full-duplex speakerphone on your handset allows both ends of a call to speak and be heard at the same time. Optimal performance is subject to external factors and individual usage.



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