at&t

Installation and Operation Guide for AT&T Softphone Call Manager for use with TL86103

AT&T Softphone Call Manager

Call Connectivity

Line 1

On a call
800-222-3111

Line 2

Idle

Cell A

Line in use

Cell B

No cell phone
connected

Skype

Incoming call
Charlie Johnson

Lync

HOLD   CONF

IDLE

at&t

Installation and Operation Guide for AT&T Softphone Call Manager for use with TL86103

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Caller ID

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Introduction

The **AT&T Softphone Call Manager** helps you to unify your everyday business communication using your AT&T TL86103. Before using the **AT&T Softphone Call Manager**, make sure you have:

1. Installed your TL86103 according to its user's manual.
2. Installed the **AT&T Softphone Call Manager** on your computer using the **CD-ROM** provided in the package.
   -OR-
   Visited **www.telephones.att.com/downloads**, downloaded the software, unzipped the file, and installed the software.

With the USB cable connected to the telephone base and your computer, you can manage traditional landline calls, cellular line calls, softphone VoIP calls through Skype™ and Microsoft Lync® using this software. You can also use the voice command feature to make calls by simply saying the name of a phonebook entry saved in the software.

You can click the dial pad 📞 in the 🏠 (**Call Connectivity**) panel to make landline, cellular line, or softphone calls. You can also add phonebook entry or import phonebook entries from Microsoft Outlook® or CSV files into the software **PHONEBOOK** tab. The **CALL LOG** tab provides you with information of all incoming, outgoing and missed calls.

In the 🏠 (**Call Connectivity**) panel, you can view the current status of your landline, cellular line, Skype, and Lync calls. To make a softphone call, launch your Skype and dial the number from there or using the telephone base. To answer or end calls, you can simply use the telephone base, corded handset, or cordless handset; use Skype or Lync; or use the corresponding buttons in the 🏠 (**Call Connectivity**) panel.

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

Microsoft® and Microsoft Outlook® are registered trademarks of Microsoft Corporation. The Skype name is a trademark of Skype.
Microsoft Lync® is a registered trademark of Microsoft Corporation.

Installation

Compatibility

The **AT&T Softphone Call Manager** works with
Microsoft® Windows XP®, Windows Vista®, Windows 7 systems, or
Windows 8 systems with the following programs:

Skype® 5.0 or above	Microsoft Lync® 2010/2013
Windows Media Player® 10 or above	iTunes® 10 or above
Microsoft Outlook® 2003 or above	Landline calls controllers

Installation

To install the AT&T Softphone Call Manager:

1. Put the CD-ROM that comes with the package into your computer.
   Open **My computer**, and then double click to open the disk drive.
   -OR-
   Visit **www.telephones.att.com/downloads** to download the
   software. Unzip the file after download.
2. Double click the installation file to begin the InstallShield Wizard.
3. If any security warning window pops up, tick the option check box
   to authorize the installation of the software. Click **Run**.
4. Click **Next>**. Read the license agreement, and then accept the
   terms by pressing the upper check box. Press **Next>** to continue.
5. The default installation path is:
   "C:\Program Files\AT&T\AT&T Softphone Call Manager v3".
   Click the **Browse...** button to change the path if necessary.
   Click **Next>**.
6. Choose the program for connection with the software. Click **Next>**.
7. Click **Install** to begin installation.
8. When the installation is done, press **Finish** to exit the
   installation program. If you want to launch the
   AT&T Softphone Call Manager after installation, tick the
   option check box before pressing **Finish**.

Windows®, Windows XP®, Windows Vista® and Windows Media Player® are
registered trademarks of Microsoft Corporation.
iTunes® is a registered trademark of Apple, Inc.
All other trademarks are the properties of their respective owners.

Important settings

Audio settings

After you have installed the **AT&T Softphone Call Manager**, check to make sure the audio setting is properly configured in your Skype and/or Microsoft Lync if you want to use them with your **TL86103**.

a) **Audio settings in Skype:**

   i. Launch the Skype program.

   ii. Click **Tools**, and then **Options**.

   iii. Click **Audio settings**.

   iv. Make sure **AT&T USB Audio** is selected under the speakers and microphone settings.

b) **Audio settings in Microsoft Lync:**

   i. Launch the Microsoft Lync program.

   ii. Click **Options**, and then **Audio device**.

   iii. Make sure **AT&T USB Audio** is selected under the Audio device setting.

IMPORTANT

Periodically check for software updates. Go to the **ABOUT** tab under the ⚙ (**Settings**) panel in the **AT&T Softphone Call Manager**, and then click **Check Update**. For more details, refer to the **Software update** section on page 20.

Important settings

Skype access authorization

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

If you have accidentally denied the access, follow the steps below to allow the access:

• Launch Skype, and then go to **Tools** > **Options** > **Advanced** > **Advanced Settings** > **Manage other programs' access to Skype** > Locate **ATTSCMv3.exe** > Click **Change** > Check **Allow this program to use skype** > Click **OK**.

Quick reference guide - 🏠 Call Connectivity panel
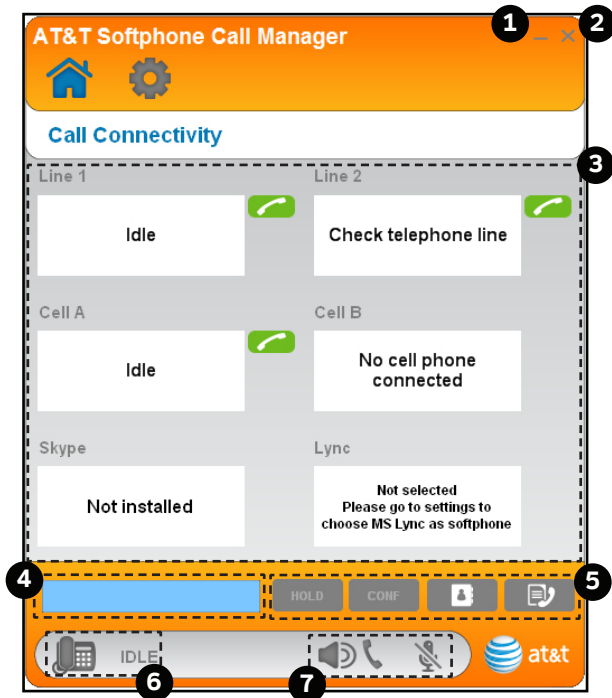
1. **Minimize button** -- Click the button to minimize the software.
2. **Close button** -- Click the button to close the software.
3. **Call status** -- Displays the status of landline/cellular line/ Skype/Lync calls.
4. **Number input box** -- Click on the box and enter a phone number.
5. **Options bar** -- Click HOLD , CONF , 🔲 , or 📄 to hold a call, establish a conference call, access the phonebook, or access the call log respectively.
6. **Current line** -- Displays the current line in use, or displays **IDLE** when the telephone base in idle mode.
7. **Current mode** -- Displays whether the current call on the telephone base is on speakerphone, corded handset, or is muted.

Quick reference guide - ⌂ Call Connectivity panel

Call status messages

The table below summarizes all the call status messages in the
⌂ **Call Connectivity** panel.

Call ended	You have just ended a call.
Call on hold	The call is being put on hold.
Calling	You are making an outside call.
Check telephone line	No telephone line is connected to the telephone base.
Conference	You are in a multi-line conference call
Idle	The telephone line is not is use.
Incoming call	There is an incoming call.
Incompatible version	The Skype/Lync version you are currently using is not compatible with the software.
Line in use	The line is currently in use on devices other than the telephone base.
Logged in	You have logged in to Skype/Lync.
Logged out	You have logged out from Skype/Lync.
No cell phone connected	Bluetooth device is not paired to or disconnected from the telephone base.
Not available at this time	An error is encountered, or an action is rejected by the telephone base.
Not installed	Skype/Lync is not installed on your computer.

Quick reference guide - 🏠 Call Connectivity panel

| **Not selected** **Please go to settings** **to choose Skype as** **softphone**	Skype is not set as the softphone program for connection with this software.
Not selected **Please go to settings** **to choose MS Lync as** **softphone**	Lync is not set as the softphone program for connection with this software.
On a call	You are on a call.
Please enter number	A line is selected without any digits input.
Unable to call **Line in use**	The telephone base rejects the call request since the target line is in use.
X missed calls	There are X unviewed missed calls.

Quick reference guide - ⚙ Settings panel

1. **GENERAL**, **ANSWERING SYSTEM**, and **ABOUT tabs** -- Click the tab of the setting you want to edit (see **Settings** on pages 11-20).

2. **Introduction panel** -- Provides an introduction for each item in the **SETTINGS** panel.

3. **RESTORE DEFAULT** -- Click to restore all settings to their default settings.

4. **APPLY** -- Click to confirm any setting changes.

Quick reference guide - 🔲 Phonebook

In the 🏠 Call Connectivity panel, press 🔲 to access the phonebook.
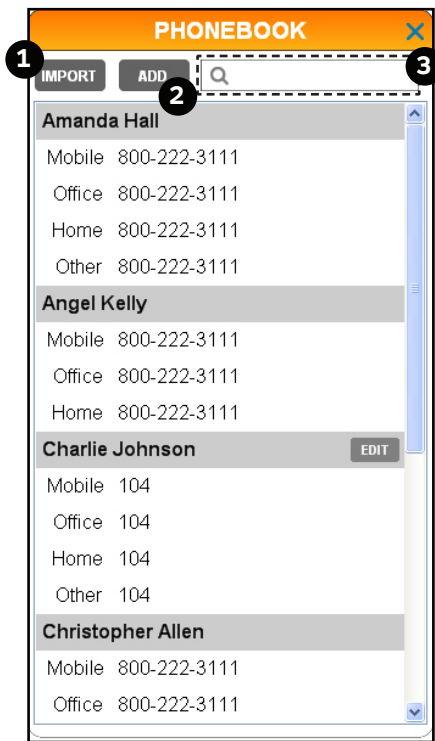
1. **IMPORT** -- Click to import contacts from Microsoft Outlook or CSV files.
2. **ADD** -- Click to create a new phonebook entry.
3. **Search bar** -- Enter characters or numbers to search for phonebook entries.

Quick reference guide - ▣ Call log

In the 🏠 Call Connectivity panel, press ▣ to access the call log.
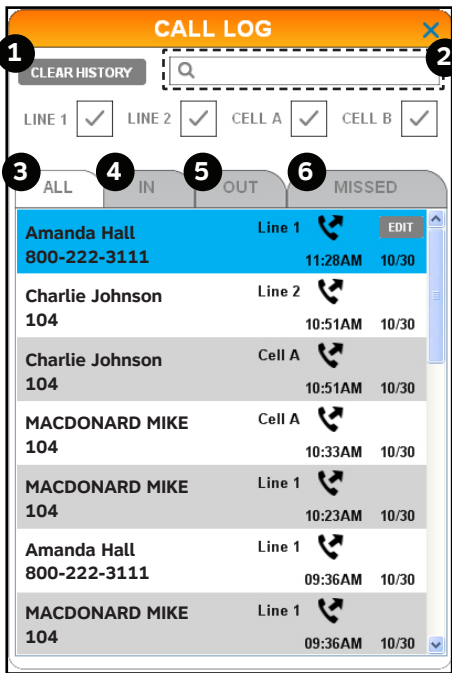
1. **CLEAR HISTORY** -- Click to delete all records in the call log.

2. **Search bar** -- Enter characters or numbers to search for call log entries.

3. **ALL** -- Click to show all landline and celluar line call records.

4. **IN** -- Click to show the records of incoming landline and celluar line calls.

5. **OUT** -- Click to show the records of outgoing landline and celluar line calls.

6. **MISSED** -- Click to show the records of missed landline and celluar line calls.

Settings

About Settings

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

Use the **GENERAL** tab to choose the softphone program. You can also enable or disable the auto-start feature, action on media player, voice command, on-screen display, no line alert for landline, no connected cell phone alert for cellular line, and not installed/incompatible alert for Lync/Skype.

Use the **ANSWERING SYSTEM** tab to change the settings of call screening, number of rings, remote code, message alert tone, and recording time per message for line 1 and line 2 independently.

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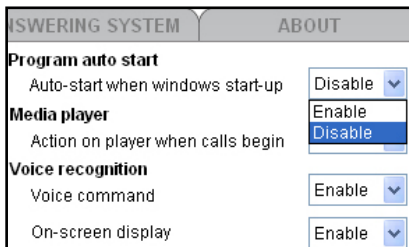
Settings - GENERAL

Program auto start

If you have enabled this
feature, your computer
will launch this software
automatically every time
when windows start-up. The
default setting is **Disable**.

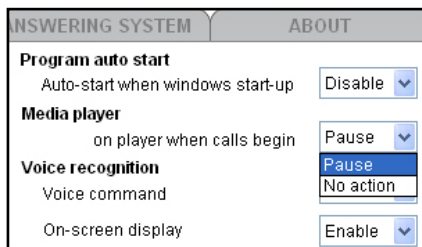| ISWERING SYSTEM	ABOUT
Program auto start	
Auto-start when windows start-up	Disable ∨
Media player	Enable
Action on player when calls begin	Disable
Voice recognition	
Voice command	Enable ∨
On-screen display	Enable ∨

**To enable or disable program
auto start:**

1. Click the ⚙ (**Settings**)
   panel.

2. Click the **GENERAL** tab.

3. Click ▼ in the **Auto-start when windows start-up** drop-down
   menu under **Program auto start** section.

4. Click **Enable** or **Disable**.

5. Click the **APPLY** button to confirm.

Settings - GENERAL

Media Player

If there is an incoming call when you are using Windows Media Player or iTunes, the media player would pause. You may choose to enable or disable this action on the media player.

NSWERING SYSTEM	ABOUT
Program auto start	
Auto-start when windows start-up	Disable ∨
Media player	
on player when calls begin	Pause ∨
	Pause
	No action
Voice recognition	
Voice command	
On-screen display	Enable ∨

To enable or disable the action on the media player:

1. Click the ⚙ (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Action on player when calls begin** drop-down menu under **Media player** section.
4. Click **Pause** or **No action**.
5. Click the **APPLY** button to confirm.

Voice command

You can choose to enable or disable the voice command feature on your **TL86103**. If this feature is disabled, all system devices cannot initiate a voice command.

NSWERING SYSTEM	ABOUT
Program auto start	
Auto-start when windows start-up	Disable ∨
Media player	
Action on player when calls begin	Pause ∨
Voice recognition	
Voice command	Enable ∨
	Enable
On-screen display	Disable

To enable or disable the voice command function:
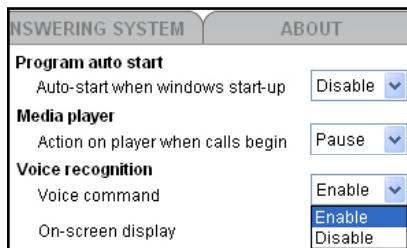
1. Click the ⚙ (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Voice command** drop-down menu under **Voice recognition** section.
4. Click **Enable** or **Disable**.
5. Click the **APPLY** button to confirm.

Settings - GENERAL

On-screen display

If this feature is enabled, a pop-up window will display on your computer screen when you are using the voice command feature (page 37).

| Program auto start	
Auto-start when windows start-up	Disable ∨
Media player	
Action on player when calls begin	Pause ∨
Voice recognition	
Voice command	Enable ∨
On-screen display	Enable ∨
Softphone program	Enable
Choose softphone program	Disable

To enable or disable the on-screen display:

1. Click the 🛠 (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **On-screen display** drop-down menu under **Voice recognition** section.
4. Click **Enable** or **Disable**.
5. Click the **APPLY** button to confirm.
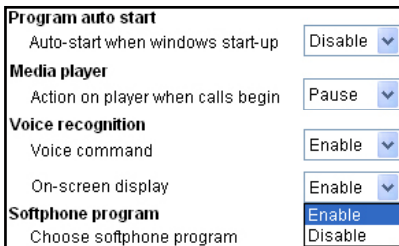
Softphone program

You can choose Skype or Lync as the softphone program to use for softphone calls.

Softphone program	
Choose softphone program	Skype ∨
Landline (Line 1/ Line 2)	Skype
No line alert display	Lync
Cellular line (Cell A/ Cell B)	
No connected cell phone alert display	Enable ∨

To choose the softphone program:

1. Click the 🛠 (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Choose softphone program** drop-down menu under **Softphone program** section.
4. Click **Skype** or **Lync**.
5. Click the **APPLY** button to confirm.
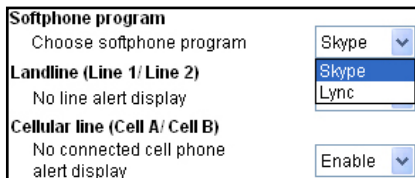
Settings - GENERAL

No line alert display for landline

If there is no line connected
to the telephone base, the
Line 1 or **Line 2** status bar in
the (**Call Connectivity**)
panel displays **Check
telephone line**. You can enable
or disable this alert message.
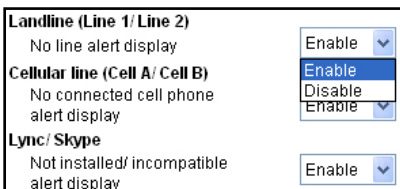
Landline (Line 1/ Line 2)	
No line alert display	Enable ⌄
	Enable
	Disable
Cellular line (Cell A/ Cell B)	Enable
No connected cell phone alert display	
Lync/ Skype	
Not installed/ incompatible alert display	Enable ⌄

To enable or disable the alert display:

1. Click the (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **No line alert display** drop-down menu under
   Landline (Line 1/Line2) section.
4. Click **Enable** or **Disable**.
5. Click the **APPLY** button to confirm.

No connected cell phone alert display for cellular line

If there is no cell phone
connected to the telephone
base, the **Cell A** or **Cell B**
status bar in the
 (**Call Connectivity**) panel
displays **No cell phone
connected**. You can enable or
disable this alert message.
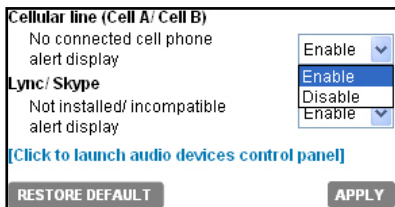
Cellular line (Cell A/ Cell B)	
No connected cell phone alert display	Enable ⌄
	Enable
	Disable
Lync/ Skype	
Not installed/ incompatible alert display	Enable ⌄
[Click to launch audio devices control panel]	
RESTORE DEFAULT	APPLY

To enable or disable the alert display:

1. Click the (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **No connected cell phone alert display**
   drop-down menu under **Cellular line (Cell A/Cell B)** section.
4. Click **Enable** or **Disable**.
5. Click the **APPLY** button to confirm.

Settings - GENERAL

Not installed/incompatible alert display

If Skype or Lync is not
installed to your computer,
or if the version of Skype or
Lync installed on your
computer is not compatible
with this software, the

Lync/Skype	
Not installed/ incompatible alert display	Enable ▼
[Click to launch audio devices control	Enable / Disable
RESTORE DEFAULT	**APPLY**

Lync/Skype status bar in the 🏠 (**Call Connectivity**) panel
displays **Not installed** or **incompatible**. You can enable or
disable the alert message.
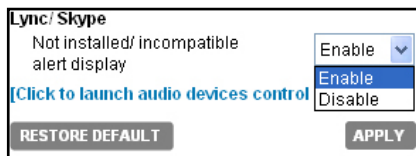
To enable or disable the alert display:

1. Click the 🔅 (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Not installed/incompatible alert display**
   drop-down menu under **Lync/Skype** section.
4. Click **Enable** or **Disable**.
5. Click the **APPLY** button to confirm.

Settings - ANSWERING SYSTEM

You can set the answering system settings for line 1 and line 2 independently.

Call screening

The call screening feature lets you hear the incoming messages at the time they are being recorded. You can enable or disable the call screening feature.

Line 1	
Call screening	On ▾
	Off
	On
Number of rings	
Remote code	19 ▾
Message alert tone	Off ▾
Recording time per message	3 minute ▾

To enable or disable call screening:

1. Click the ⚙ (**Settings**) panel.
2. Click the **ANSWERING SYSTEM** tab.
3. Click ▼ in the **Call screening** drop-down menu.
4. Click **On** or **Off**.
5. Click the **APPLY** button to confirm.

Settings - ANSWERING SYSTEM

Number of rings

You can set the answering
system to answer an incoming
call after 2, 3, 4, 5, or 6 rings.
You can also select toll saver.
If toll saver is selected, the
answering system answers a
call after two rings when you
have new messages, and after

Line 1	
Call screening	On
Number of rings	4
Remote code	2
Message alert tone	3
	4
Recording time per message	5
	6
	Toll saver

four rings when there are no new messages. This feature allows
you to check for new messages and avoid paying long distance
charges when calling from out of your local area.

To set the number of rings:

1. Click the ⚙ (**Settings**) panel.
2. Click the **ANSWERING SYSTEM** tab.
3. Click ▼ in the **Number of rings** drop-down menu.
4. Click **2**, **3**, **4**, **5**, **6**, or **Toll saver**.
5. Click the **APPLY** button to confirm.

Remote code

To access your answering
system remotely from any
touch-tone phone, you need
to enter a two-digit number
(00-99). The default remote
access code is **19**.

Line 1	
Call screening	On
Number of rings	4
Remote code	19
	19
Message alert tone	20
Recording time per message	21
	22
	23
Line 2	24
Call screening	25
	26

To change the remote code:

1. Click the ⚙ (**Settings**) panel.
2. Click the **ANSWERING SYSTEM** tab.
3. Click ▼ in the **Remote code** drop-down menu.
4. Click a two-digit number from **00** to **99**.
5. Click the **APPLY** button to confirm.

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Settings - ANSWERING SYSTEM

Message alert tone

When the message alert
tone is enabled, and there is
at least one new message, the
telephone base beeps every
ten seconds. The message
alert tone is turned off by
default.

Line 1	
Call screening	On ▼
Number of rings	4 ▼
Remote code	19 ▼
Message alert tone	Off ▼
	Off
Recording time per message	On

**To enable or disable the
message alert tone:**

1. Click the ⚙ (**Settings**) panel.
2. Click the **ANSWERING SYSTEM** tab.
3. Click ▼ in the **Message alert tone** drop-down menu.
4. Click **On** or **Off**.
5. Click the **APPLY** button to confirm.

Recording time per message

You can set the recording
time allowed for incoming
messages. The message
length is three minutes
by default.

Line 1	
Call screening	On ▼
Number of rings	4 ▼
Remote code	19 ▼
Message alert tone	Off ▼
Recording time per message	3 minute ▼
Line 2	1 minute
	2 minute
Call screening	3 minute

To set the recording time:

1. Click the ⚙ (**Settings**)
   panel.
2. Click the **ANSWERING
   SYSTEM** tab.
3. Click ▼ in the **Recording time per message** drop-down menu
4. Click **Enable** or **Disable**.
5. Click the **APPLY** button to confirm.

Settings - ABOUT

User guide

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

Support	
User Guide	**Contact**

1. Click the ⚙ (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click **User Guide** in the **Support** section.

Contact

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

Support	
User Guide	**Contact**

1. Click the ⚙ (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click **Contact** in the **Support** section.

Software update

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

Software update
Check Update

1. Click the ⚙ (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click **Check Update** in the **Software update** section.
4. If there is any new software version, click **Download** to download the new version.
5. When the download is done, click **Update Now** to install the new version you have just downloaded.

Making, answering, and ending calls

Log in Skype/Lync

To make and receive softphone VoIP calls, make sure you log in to the respective program before use.

1. Launch the Skype/Lync program.

2. Enter you user ID and password to log in to the Skype/Lync program. The **Skype/Lync** status bar under the (**Call Connectivity**) panel displays **Logged in**.
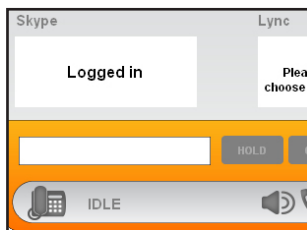
🛈 *NOTES:*

- Only Skype can make a softphone VoIP call.

- If you have logged in to the Lync program before, or you have logged in to the Skype program before and ticked the option check box **Sign me in when Skype starts**, the Skype/Lync program will automatically log in without asking you for user ID and password.

Making, answering, and ending calls

Make a call

To make a call on a landline:

1. Click the 🏠 (**Call Connectivity**) panel.

2. Click on the number input box. Use your keyboard to enter the telephone number.

3. Choose one of the following ways to make a call:

- Click 📞 on the **Line 1** or **Line 2** status bar.
- Press **SPEAKER** ◀), **1 Line**, or **2 Line** on the telephone base.
- Lift the corded handset.
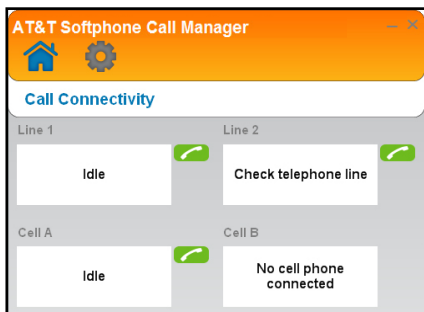
To make a call on a cellular line:

1. Click the 🏠 (**Call Connectivity**) panel.

2. Click on the number input box. Use your computer's keyboard to enter the telephone number.

3. Click 📞 on the **Cell A** or **Cell B** status bar.

Making, answering, and ending calls

To make a Skype call:

🛈 *NOTES:*

- Make sure the telephone base is connected to your computer using a USB cable, and you have logged in to Skype.
- Making an outgoing phone call using Skype will require you to purchase Skype credit. Visit **www.skype.com** for more information.

Choose one of the following ways to make a Skype call:

- Click the
  (**Call Connectivity**) panel, and then click the number input box. Use your computer's keyboard to enter the telephone number. Click on the **Skype** status bar.
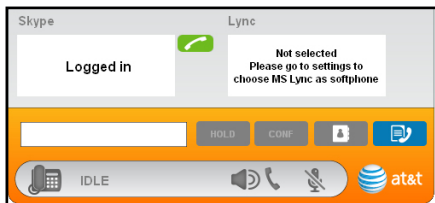
- Enter the telephone number on a cordless handset or the telephone base in idle mode, and then press **PC CALL**.

- Dial the number on your Skype.

Making, answering, and ending calls

Answer a call

When there is an incoming call on line 1 or line 2:

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

*Incoming call panel showing INCOMING CALL (Line 1), Incoming call, SILENT*
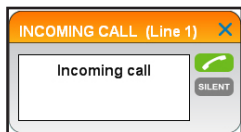
- Click 📞 on the pop-up window.
- Click 📞 in the line 1 or line 2 status bar under the 🏠 (**Call Connectivity**) panel.
- Press **1 LINE**, **2 LINE**, or **SPEAKER** ◀)) on the telephone base.
- Press **LINE 1/FLASH**, **LINE 2/FLASH**, ◀))**/SPEAKER**, or any dialing key (**0-9** or **TONE** ✶) on a cordless handset.
- Lift the corded handset.

When there is an incoming call on a cellular line:

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

Incoming call panel showing INCOMING CALL (Cell A), Incoming call, SILENT
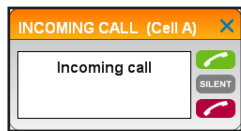
- Click 📞 on the pop-up window.
- Click 📞 in the cell A or cell B line status bar under the 🏠 (**Call Connectivity**) panel.
- Press **SPEAKER** ◀)) , **Cell A**⟨📶⟩, or **Cell B**⟨📶⟩ on the telephone base.
- Press ◀))**/SPEAKER**, ⟨📶⟩**A Cell**, or ⟨📶⟩**B Cell** on a cordless handset.
- Lift the corded handset.

When there is an incoming Skype/Lync call:

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

Incoming call panel showing INCOMING CALL (Skype), Incoming call, SILENT
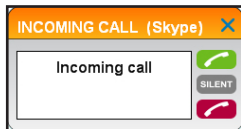
- Click 📞 on the Skype/Lync pop-up window.
- Click 📞 in the Skype/Lync status bar under the 🏠 (**Call Connectivity**) panel.
- Press **SPEAKER** ◀)) on the telephone base or lift the corded handset.
- Press ◀))**/SPEAKER** or **ANSWER** on a cordless handset.
- Answer the call on the Skype or Lync program.

Making, answering, and ending calls

End a call

To end a call on line 1 or line 2:

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

- Click 📞 in the line 1 or line 2 status bar under the 🏠 (**Call Connectivity**) panel.
- Press **1 LINE**, **2 LINE**, or **SPEAKER** ◀)) on the telephone base.
- Press **OFF/CANCEL** on the cordless handset in use, or place it into the charger.
- Return the corded handset to the telephone base.
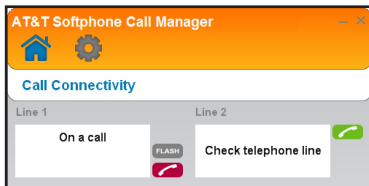
To end a call on a cell A or cell B line:

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

- Click 📞 in the cell A or cell B status bar under the 🏠 (**Call Connectivity**) panel.
- Press **Cell A**(🖤), **Cell B**(🖤), or **SPEAKER** ◀)) on the telephone base.
- Press **OFF/CANCEL** on the cordless handset in use, or place it into the charger.
- Return the corded handset to the telephone base.

To end a Skype/Lync call:

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

- Click 📞 in the Skype/Lync status bar under the 🏠 (**Call Connectivity**) panel.
- Press **SPEAKER** ◀)) on the telephone base, or return the corded handset to the telephone base.
- Press **OFF/CANCEL** on the cordless handset in use, or place it into the charger.
- End the call on the Skype or Lync program.

Options while on calls

Hold

You can hold a landline, cellular line, Skype, or Lync call and resume it at any time you want on the 🏠 (**Call Connectivity**) panel.

To hold a landline line call:

• Click HOLD to hold the current call.

To resume a landline line call:

Click 📞 to resume the call.

To hold a cellular line call:

• Click HOLD to hold the current call.
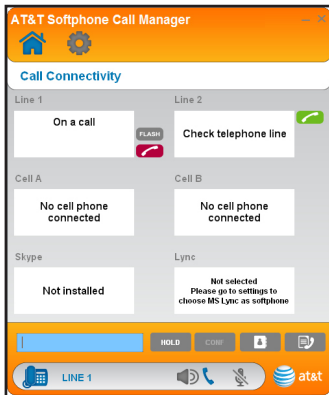
To resume a cellular line call:

Click 📞 to resume the call.

To hold a Skype/Lync call:

• While on a Skype/Lync call, click HOLD to hold the current call.

• You can make another Skype/Lync call if necessary.

To resume a Skype/Lync call:

• Click 📞 to resume the call.

Landline call waiting

If you subscribe to call waiting service offered by your telephone service provider, and someone calls you while you are already on a call, you hear a call waiting alert tone. You can switch back and forth between calls on line 1 and line 2 using the 🏠 (**Call Connectivity**) panel.

• Click FLASH in the line 1 or line 2 status bar under the 🏠 (**Call Connectivity**) panel.

• Click FLASH again at any time to switch back and forth between calls.

Options while on calls

Cellular line call waiting

If you subscribe to call waiting service from your cell phone service provider, and someone calls you while you are already on a call, you hear a call waiting alert tone. You can switch back and forth between cellular line calls by using the ⌂ (**Call Connectivity**) panel.

• Click `SWAP` in the cell A or cell B line status bar under the ⌂ (**Call Connectivity**) panel.

• Click `SWAP` again at any time to switch back and forth between calls.

Conference

You can create a 3-way conference when you have calls established on landlines and/or cellular lines using the ⌂ (**Call Connectivity**) panel.
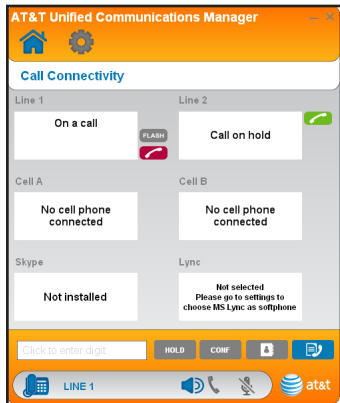
To create a conference:

• Click `CONF` to create a conference.

To end a call on an individual landline or cellular line:

• Click ⌒ in the line 1, line 2, cell A line, or cell B line status bar. The call continues until all people hang up.

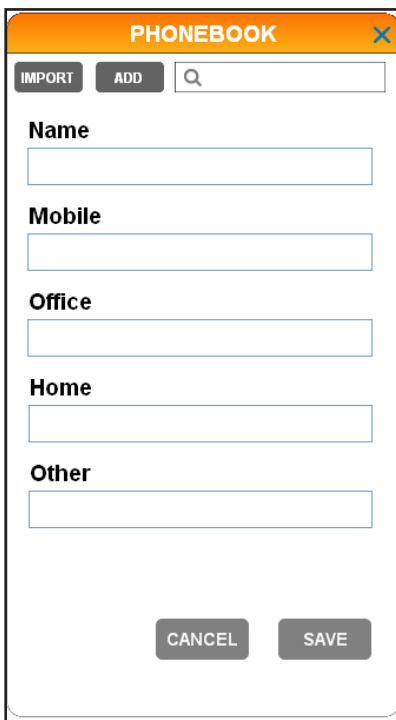**To end a conference:**

• Click `CONF` again to end the call on all lines.

Import phonebook entries

Create a new phonebook entry

1. Click the 🏠 (**Call Connectivity**) panel.
2. Click 🔲 to access the phonebook.
3. Click **ADD**.
4. Enter the name and telephone number (**Mobile**, **Office**, **Home**, or **Other**) in the corresponding field.
5. Click **SAVE** to save the entry. Click **CANCEL** to cancel without saving the entry.

PHONEBOOK ✕

IMPORT   ADD   🔍

Name

Mobile

Office

Home

Other

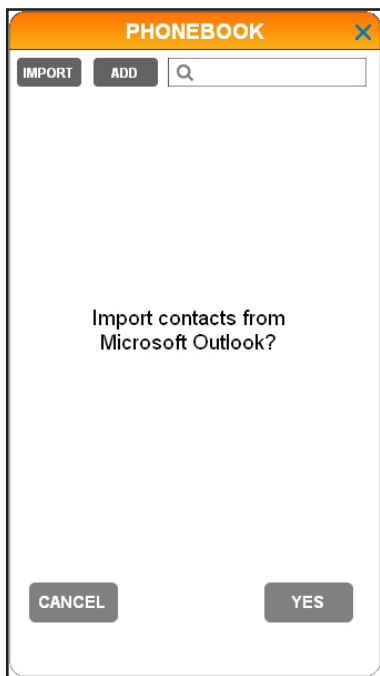CANCEL   SAVE

Import phonebook entries

Import phonebook entries from Microsoft Outlook

1. Click the 🏠 (**Call Connectivity**) panel.
2. Click 🔲 to access the phonebook.
3. Click **IMPORT**.
4. Click to select **IMPORT FROM OUTLOOK**.
5. When **Import contacts from Microsoft Outlook?** displays, click the **YES** button to confirm.
6. When **XX contacts imported from Microsoft Outlook** displays, click **OK** to finish.

🛈 *NOTES:*

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

PHONEBOOK

IMPORT   ADD   Q

Import contacts from Microsoft Outlook?

CANCEL   YES

Import phonebook entries

Import phonebook entries from CSV

1. Click the 🏠 (**Call Connectivity**) panel.
2. Click 🔳 to access the phonebook.
3. Click **IMPORT**.
4. Click to select **IMPORT FROM CSV**.
5. When **Import from CSV** displays, click **OPEN TEMPLATE FILE TO EDIT** to edit the contact details, and then save it to your computer.
6. Click **OPEN CSV FILE FROM COMPUTER**, and then choose the CSV file saved in step 5.
7. When **XX contacts from CSV file has been imported to the phonebook** displays, click **OK** to finish.

PHONEBOOK	✕
IMPORT ADD 🔍	

Import from CSV

OPEN CSV FILE FROM COMPUTER
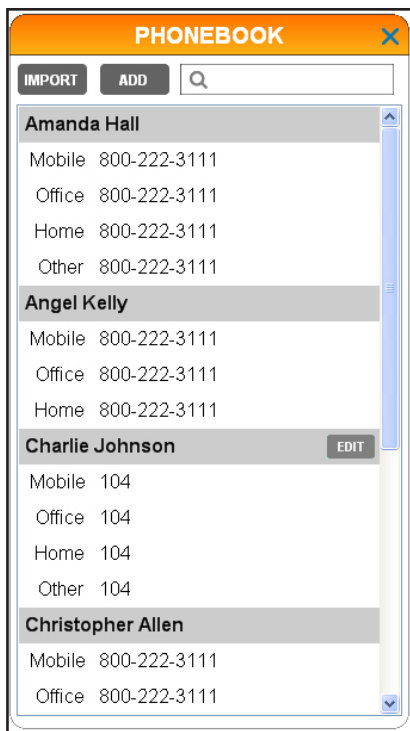
OPEN TEMPLATE FILE TO EDIT

CANCEL
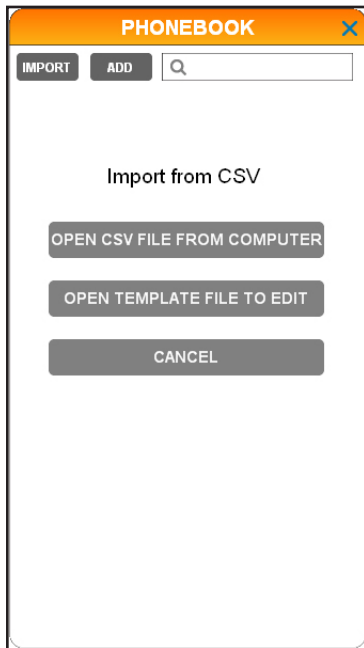
ℹ️*NOTES:*

- If there is an error in the CSV template file, **CSV template file error** displays.
- If the format of the CSV template file is not compatible with the phonebook, **Invalid CSV file** displays.

Review and search the phonebook

Review and search phonebook entries

1. Click the 🏠 (**Call Connectivity**) panel.

2. Click ☎ to access the phonebook.

3. Use the scroll bar on the right to scroll through the list of phonebook entries if necessary. You can also use the search bar to search for entries by entering names or numbers. Matching entries show below the search bar.

PHONEBOOK	✕

IMPORT | ADD | 🔍

Amanda Hall
Mobile 800-222-3111
Office 800-222-3111
Home 800-222-3111
Other 800-222-3111

Angel Kelly
Mobile 800-222-3111
Office 800-222-3111
Home 800-222-3111

Charlie Johnson EDIT
Mobile 104
Office 104
Home 104
Other 104

Christopher Allen
Mobile 800-222-3111
Office 800-222-3111

Dial, edit or delete phonebook entries

Dial a phonebook entry

1. Click the (**Call Connectivity**) panel.
2. Click to access the phonebook.
3. Find the entry you wish to dial. See **Review and search phonebook entries** on the previous page.
4. Double click the phone number you wish to dial.
5. Click in the desired line status bar.

Edit a phonebook entry

1. Click the (**Call Connectivity**) panel.
2. Click to access the phonebook.
3. Click the entry you wish to edit, and then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
4. Click the field you wish to add or edit for **Name**, **Mobile**, **Office**, **Home**, or **Other** telephone numbers.
5. Use your computer's keyboard to edit the entries.
6. Repeat steps 3-4 if you need to edit other fields.
7. Click **SAVE** to confirm and save.

PHONEBOOK	✕
IMPORT ADD 🔍	

Name
Amanda Hall

Mobile
8002223111

Office
8002223111

Home
8002223111

Other
8002223111

DELETE   CANCEL   SAVE

Dial, edit or delete phonebook entries

Delete a phonebook entry

1. Click the 🏠 (**Call Connectivity**) panel.

2. Click 🔳 to access the phonebook.

3. Click the entry you wish to delete, and then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).

4. Click **DELETE**. The screen displays **Delete Contact?** and the contact name.

5. If you do not want to delete the entry, click **NO**. To confirm deleting, click **YES**.

6. The screen shows **Deleted**. Click **OK** to return to the phonebook.

PHONEBOOK ✕

IMPORT ADD 🔍

Delete Contact?

Amanda Hall

CANCEL   YES
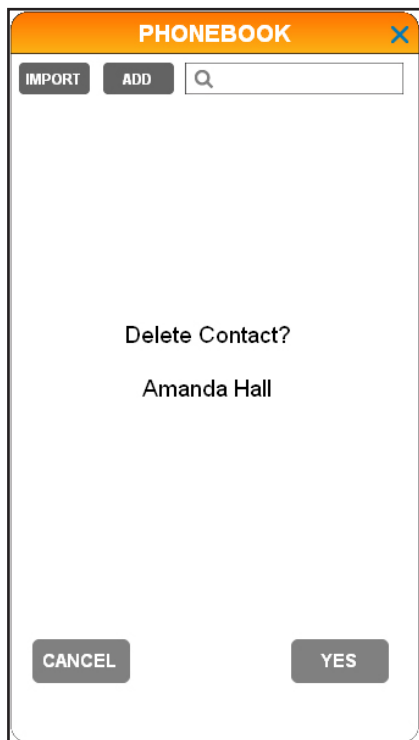
Call log

View the call log

If there are any missed calls, the total number of missed calls that has not been checked is shown on the **CALL LOG** tab.

To view the call log, click the (**Call Connectivity**) panel, and then click 🖾 to access the call log. Scroll through the call log with the scroll bar on the right if necessary. You can also use the search bar to search for a specific name or number if needed.

CALL LOG

| CLEAR HISTORY | 🔍 |
| LINE 1 ✓ | LINE 2 ✓ | CELL A ✓ | CELL B ✓ |

| ALL | IN | OUT | MISSED |

Amanda Hall 800-222-3111	Line 1	11:28AM	10/30	EDIT
Charlie Johnson 104	Line 2	10:51AM	0
Charlie Johnson 104	Cell A	10:51AM	10/30
MACDONARD MIKE 104	Cell A	10:33AM	10/30

Dial a call log entry

1. Click the (**Call Connectivity**) panel.
2. Click 🖾 to access the call log.
3. Double click the phone number you wish to dial.
4. Click ✆ in the desired line status bar.

Delete a call log entry

1. Click the (**Call Connectivity**) panel.
2. Click 🖾 to access the call log.
3. Click the entry you wish to delete, and then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
4. Click **DELETE CALL LOG ENTRY** from the options shown. The screen displays **Are you sure you want to delete this log entry?**
5. Click **YES** to confirm or click **CANCEL** to cancel.

Call log

Delete all call log entries

1. Click the 🏠 (**Call Connectivity**) panel.
2. Click 🗒 to access the call log.
3. Click **CLEAR HISTORY** beside the search bar. The screen displays **Clear call log history?**
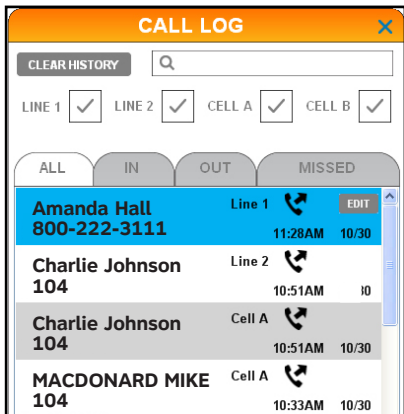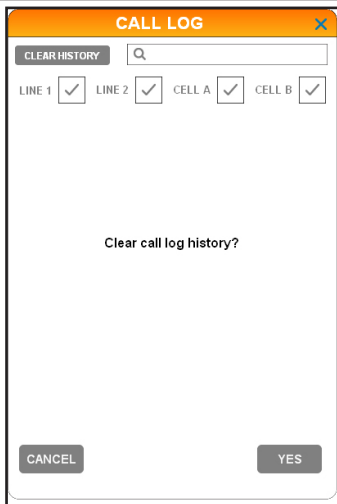4. Click **YES** to confirm or click **CANCEL** to cancel.

Save a call log entry to the phonebook

1. Click the 🏠 (**Call Connectivity**) panel.
2. Click 🗒 to access the call log.
3. Click the entry you wish to save to the phonebook, and then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
4. Click **CREATE NEW CONTACT** from the options shown.
5. Click the field you wish to add or edit for **Name**, **Mobile**, **Office**, **Home**, or **Other** telephone numbers, and then use the keyboard to edit the entries.
6. Click **SAVE** to confirm and save.

35
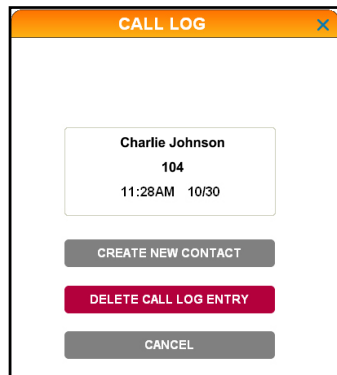
Call log

Edit a call log entry

1. Click the 🏠 (**Call Connectivity**) panel.
2. Click 🔲 to access the call log.
3. Click the entry (already stored in the phonebook) that you wish to edit, and then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
4. Click **Edit Contact** from the options shown.
5. Click the field you wish to add or edit for **Name**, **Mobile**, **Office**, **Home**, or **Other** telephone numbers.
6. Use your computer's keyboard to edit the entries.
7. Repeat steps 5-6 if you need to edit other fields.
8. Click **SAVE** to confirm and save. The same change is applied to the phonebook entry.

Voice command

About voice command

By saying certain commands to the telephone base, you can make calls.

Using voice command

To use voice command for dialing, make sure you have first enabled the **Voice command** feature (page 13).

Press **MENU** on the telephone base or cordless handset in idle mode. After that, press ▼**CID**, ▲**DIR**, ▼**/RECORD**, or ▲**/DELETE** on telephone base, or ▼**CID** or ▲**DIR** on the cordless handset to highlight **Voice Command**, and then press **SELECT**.

The screen displays **Processing Voice command...** You hear "*Who would you like to call?*" You hear a confirmation beep.

Say the name of the desired entry saved in the phonebook of this software to dial (see pages 28-30).

Refer to page 38 for a list of commands.

Voice command _ ✕
Say the desired contact name, or "Cancel"
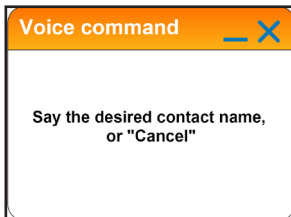
On-screen display

If you have enabled the on-screen display feature (page 14), you will see pop-up messages displayed on your computer to guide you through the voice command process.

Voice command

General commands

Command	Action
"What can I say?"	To hear a list of voice commands.
"Cancel."	To return to idle mode.

Commands to make a call

Command	Action

First name + last name (from software phonebook)	To call a specific contact number from the software phonebook.
	
	• If there are multiple names recognized, *you can*
	
	  ◇ Say *"Call one"*, *"Call two"* or *"Call three"* of your choice according to the voice prompt to call the desired contact.
	
	  -OR-
	
	  ◇ Double click the desired number on the pop-up screen to call.
	
	• If the contact has more than one number, *you can:*
	
	  ◇ Say *"Call mobile"*, *"Call office"*, *"Call home"* or *"Call other"* to call the desired number.
	
	  -OR-
	
	  ◇ Double click the desired number on the pop-up screen to call.

Troubleshooting

If you have difficulty in using this software with your TL86103, please try the suggestions below. For customer service, visit our website at **www.telephones.att.com** or call
1 (800) 222-3111. In Canada, dial **1 (866) 288-4268**.

I cannot install the software.

• Check the operating system of your PC to make sure it is compatible with this software. See **Compatibility** on page 2.

• Make sure your hard drive has enough space to install the **AT&T Softphone Call Manager**.

• Make sure the file is not corrupted. You can download the **AT&T Softphone Call Manager** from **www.telephones.att.com/downloads** again.

I cannot run the AT&T Softphone Call Manager.

• Try to restart your PC before you run the software again.

• Make sure you have set your fire wall or any antivirus software to allow this software to run.

I cannot update my AT&T Softphone Call Manager.

• Make sure your PC is connected to the Internet.

• Make sure you have set your fire wall or any antivirus software to allow this software to check for updates.

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

• Make sure you have installed Skype/Lync and logged in to the programs.

Troubleshooting

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

• Make sure you have powered up the TL86103 telephone base.

I can't hear any audio.

• Press **VOLUME/▲** to increase the telephone base speaker volume.

• Adjust the volume in the audio settings of your computer.

• Make sure you have set the audio settings correctly (page 3).

I can't make calls by using the software.

• Make sure the USB cable is connected to your TL86103 telephone base and PC.

The other party cannot hear me.

• Make sure the sound is not set as muted under the audio control panel in Skype or Lync.

I cannot import phonebook entries from Microsoft Outlook.

• Make sure the contact list in your Microsoft Outlook is not empty.

• Make sure you installed Microsoft Outlook 2003 or above.

I cannot import phonebook entries from CSV files.

• Make sure you have CSV files ready in your computer (page 30).

• Make sure the CSV files are valid.

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

• Change the setting in ⚙ (**Settings**) > **GENERAL** > **Media Player** > **Action on player when calls begin** to **Disable** (page 13).

Troubleshooting

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

• Launch Skype, and then go to **Tools** > **Options** > **Advanced** > **Advanced Settings** > **Manage other programs' access to Skype** > Locate **ATTSCMv3.exe** > Click **Change** > Check **Allow this program to use skype** > Click **OK**.

My voice is not recognized in a voice command.

• Make sure you have phonebook entries added or imported from Microsoft Outlook or CSV files to the software phonebook (pages 28-30).

• Make sure you have set the audio settings correctly (page 3).

• Make sure you are speaking towards the microphone on your TL86103 telephone base.

• When you say the command, say it clearly, in a consistent speed and louder than the background noise.

• When voice command fails, you will hear "*I didn't catch that. Please try again.*" Repeat your voice command.

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at&t

www.telephones.att.com