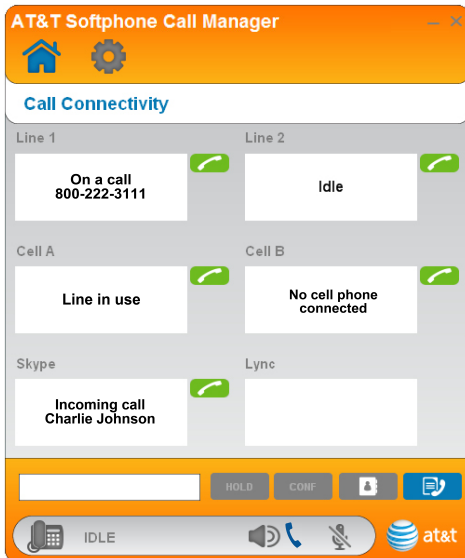








Installation and Operation Guide for AT&T Softphone Call Manager for use with TL86103



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

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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**, you have to:




1. Install your TL86103 according to its user's manual.
2. Install the **AT&T Softphone Call Manager** on your computer using the **CD-ROM** provided in the package.


-OR-


Visit **www.telephones.att.com/downloads** to download the software. Unzip and install the file after download.


Launch the **AT&T Softphone Call Manager**, and you will enter the **Call Connectivity** panel. In that panel, you can view the overall status of your landline, cellular line, Skype, and Lync calls.

Simply connect your telephone base and computer with the USB cable, and you can use this software to manage traditional landline calls, cellular line calls, softphone VoIP calls through Skype™ and Microsoft Lync®. This software has a voice command feature, which allows you to make calls by saying the contact name in the **PHONEBOOK** ()

If you want to make landline, cellular, or softphone calls, you can click the dial pad () in the **Call Connectivity** () panel. Alternatively, you can make softphone calls with Skype or your telephone base. To answer or end calls, you can use the telephone base, corded handset or cordless handset, Skype or Lync, or the corresponding buttons in the **Call Connectivity** () panel.

You can build up your phonebook () by adding your contacts' names there. You can also import your phonebook entries from Microsoft Outlook® or CSV files.

If you want to have an overview of all your incoming, outgoing, and missed calls, go to **CALL LOG** () to learn more information.

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

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

The Skype name is a trademark of Skype.

Installation

Compatibility

The **AT&T Softphone Call Manager** works with:

Operating systems	Software programs and versions
Microsoft® Windows XP®, Windows Vista®, Windows 7, Windows 8	Skype™ 5.0 or above, Windows Media Player® 10 or above, Microsoft Outlook® 2003 or above, Microsoft Lync® 2010/2013, iTunes® 10 or above, Landline calls controllers

Installation

To install the AT&T Softphone Call Manager:

- 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.
- Double click the installation file to begin the InstallShield Wizard.
 - If any security warning window pops up, tick the option check box to authorize the installation of the software. Click **Run**.
- Select the language to be displayed during the installation and in the program. Click **OK** to continue.
- Click **Next>**. Read the license agreement, and then accept the terms by pressing the upper check box. Press **Next>** to continue.
- 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>**.
- Select the program to connect to the software. Click **Next>**.
- Click **Install**.
- When the installation is complete, 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.

Audio settings in Skype:

1. Launch the Skype program.
2. Click **Tools**, and then **Options**.
3. Click **Audio settings**.
4. Make sure **AT&T USB Audio** is selected under the speakers and microphone settings.

Audio settings in Microsoft Lync:

1. Launch the Microsoft Lync program.
2. Click **Options**, and then **Audio device**.
3. 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, see 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**, it may ask for your authorization to run the softphone program. Make sure you allow the access.


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

1. Launch Skype.
2. Go to **Tools > Options > Advanced > Advanced Settings > Manage other programs' access to Skype**.
3. Locate **ATTSCMv3.exe**.
4. Click **Change**, and then check **Allow this program to use skype**.
5. Click **OK**.

Quick reference guide -  Call Connectivity panel

- 1. Minimize button** -- Click it to minimize the software window.
- 2. Close button** -- Click it to close the software.
- 3. Call status** -- Displays the status of landline, cellular line, Skype, and Lync calls.
- 4. Number input box** -- Click 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 is 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 following table 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 in use.
Incoming call	There is an incoming call.
Incompatible version	The program 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 or Lync.
Logged out	You have logged out from Skype or Lync.
No cell phone connected	Bluetooth device is not paired to or is disconnected from the telephone base.
Not available at this time	An error is occurred, or an action is rejected by the telephone base.
Not installed	Skype or 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 this software.
Not selected Please go to settings to choose MS Lync as softphone	Lync is not set as the softphone program for 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 line is in use, and you cannot make a call.
X missed calls	There are X unread missed calls.

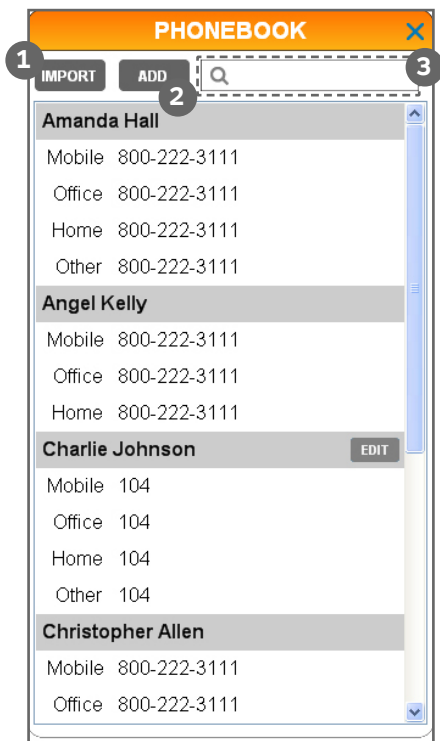
Quick reference guide - ⚙ Settings panel



- 1. GENERAL, ANSWERING SYSTEM, and ABOUT tabs** -- Click the tabs to manage your settings (see **Settings** on pages 11-20).
- 2. Introduction panel** -- Provides an introduction for each item in the **SETTINGS** panel.
- 3. RESTORE DEFAULT** -- Click it to restore all settings to their default settings.
- 4. APPLY** -- Click it to apply and confirm any setting changes.

Quick reference guide - Phonebook

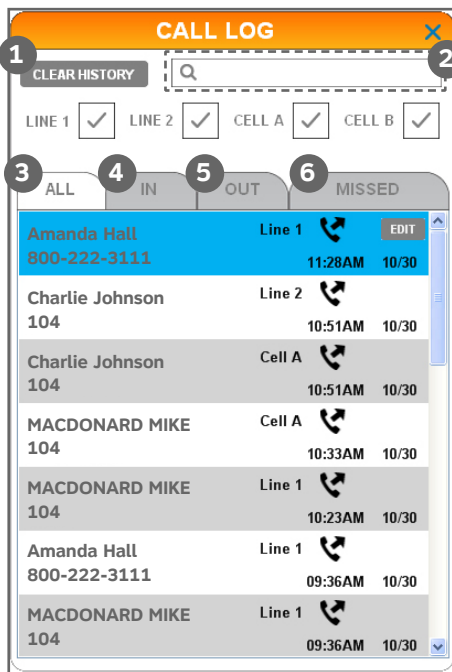
In the Call Connectivity () panel, press  to access the phonebook.



- 1. IMPORT** -- Click it to import contacts from Microsoft Outlook or CSV files.
- 2. ADD** -- Click it 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.



The screenshot shows the 'CALL LOG' interface. At the top is an orange header with the text 'CALL LOG' and a close button (X). Below the header is a 'CLEAR HISTORY' button (1) and a search bar (2) with a magnifying glass icon. Underneath are four filter buttons: 'LINE 1' (checked), 'LINE 2' (checked), 'CELL A' (checked), and 'CELL B' (checked). Below these are five filter buttons: 'ALL' (3), 'IN' (4), 'OUT' (5), and 'MISSED' (6). The main area is a list of call records. Each record shows the contact name and number, the line or cell used, the time, and the date. The first record is highlighted in blue and includes an 'EDIT' button.

Contact	Line/Cell	Time	Date
Amanda Hall 800-222-3111	Line 1	11:28AM	10/30
Charlie Johnson 104	Line 2	10:51AM	10/30
Charlie Johnson 104	Cell A	10:51AM	10/30
MACDONARD MIKE 104	Cell A	10:33AM	10/30
MACDONARD MIKE 104	Line 1	10:23AM	10/30
Amanda Hall 800-222-3111	Line 1	09:36AM	10/30
MACDONARD MIKE 104	Line 1	09:36AM	10/30

- CLEAR HISTORY** -- Click it to delete all records in the call log.
- Search bar** -- Enter characters or numbers to search for call log entries.
- ALL** -- Click it to show all landline and cellular line call records.
- IN** -- Click it to show the records of incoming landline and cellular line calls.
- OUT** -- Click it to show the records of outgoing landline and cellular line calls.
- MISSED** -- Click it to show the records of missed landline and cellular line calls.

Settings

About Settings

You may customize various settings in the **Settings** (⚙️) panel before you start using the software. The following 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.

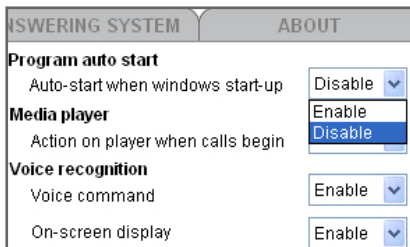
Settings - GENERAL

Program auto start

This feature is **Disable** by default. If you enabled it, it will launch automatically whenever Windows starts up.

To enable or disable program auto start:

1. Click the **Settings** (⚙️) panel.
2. Click the **GENERAL** tab.
3. Click 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.



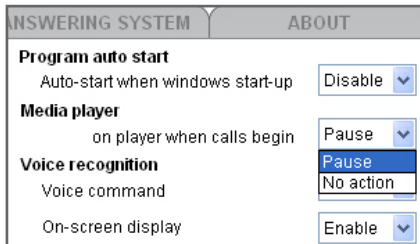
Settings - GENERAL

Media Player

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

To enable or disable the pause action on the media player:

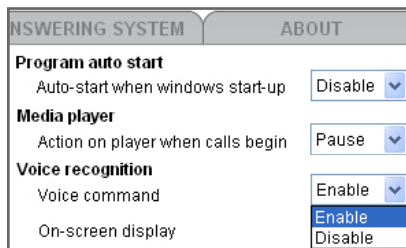
1. Click the **Settings** (⚙️) panel.
2. Click the **GENERAL** tab.
3. Click the **Action on player when calls begin** drop-down menu under **Media player** section.
4. Click **Pause** or **No action**.
5. Click the **APPLY** button to confirm.

**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.

To enable or disable the voice command feature:

1. Click the **Settings** (⚙️) panel.
2. Click the **GENERAL** tab.
3. Click 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 and guide you through the voice command process (see page 37).

To enable or disable the on-screen display:

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

Program auto startAuto-start when windows start-up ▾**Media player**Action on player when calls begin ▾**Voice recognition**Voice command ▾On-screen display ▾**Softphone program**Choose softphone program ▾**Softphone program**

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


To choose the softphone program:

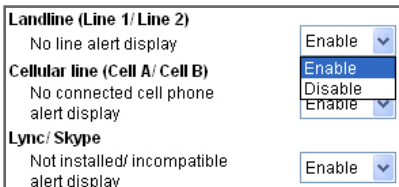
1. Click the **Settings** (⚙️) panel.
2. Click the **GENERAL** tab.
3. Click the **Choose softphone program** drop-down menu under **Softphone program** section.
4. Click **Skype** or **Lync**.
5. Click the **APPLY** button to confirm.

Softphone programChoose softphone program ▾**Landline (Line 1/ Line 2)**No line alert display ▾**Cellular line (Cell A/ Cell B)**No connected cell phone alert display ▾ ▾

Settings - GENERAL

No line alert display for landline

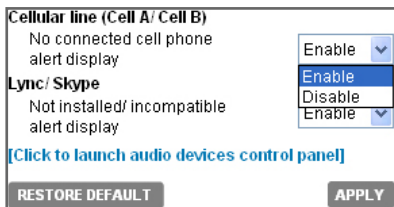
If there is no line connected to the telephone base, the **Line 1** or **Line 2** status bar in the  (**Call Connectivity**) panel displays **Check telephone line**. You can enable or disable this alert message.

**To enable or disable the alert display:**

1. Click the **Settings** (⚙️) panel.
2. Click the **GENERAL** tab.
3. Click 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.

**To enable or disable the alert display:**

1. Click the **Settings** (⚙️) panel.
2. Click the **GENERAL** tab.
3. Click 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

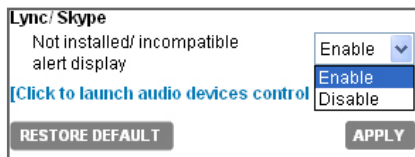
Not installed/incompatible alert display

If you did not install Skype or Lync on your computer, or its version is not compatible with this software, the **Lync/ Skype** status bar in the **Call Connectivity** (🏠) panel

displays **Not installed** or **incompatible**. You can enable or disable this alert message.

To enable or disable the alert display:

1. Click the **Settings** (⚙️) panel.
2. Click the **GENERAL** tab.
3. Click 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 turn on or off the call screening feature.

To turn on or off call screening:

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

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

Settings - ANSWERING SYSTEM

Number of rings

You can set the answering system to answer an incoming call after a number of rings. You can also select toll saver to answer a call after two rings when you have new messages, or four rings when you have 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.

Line 1	
Call screening	On <input type="button" value="v"/>
Number of rings	4 <input type="button" value="v"/>
Remote code	2 3 4 5 6 Toll saver
Message alert tone	
Recording time per message	

To set the number of rings:

1. Click the **Settings** (⚙️) panel.
2. Click the **ANSWERING SYSTEM** tab.
3. Click 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 remote code (00-99). The default remote access code is **19**.

To change the remote code:

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

Line 1	
Call screening	On <input type="button" value="v"/>
Number of rings	4 <input type="button" value="v"/>
Remote code	19 <input type="button" value="v"/>
Message alert tone	19 20 21 22 23 24 25 26
Recording time per message	
Line 2	
Call screening	

Settings - ANSWERING SYSTEM

Message alert tone

The message alert tone is off by default. If you turn it on, and there is at least one new message in your answering system, the telephone base will beep every ten seconds.

To turn on or off the message alert tone:

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

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

Recording time per message

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

To set the recording time:

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

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

Line 2	
Call screening	3 minute

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.

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.

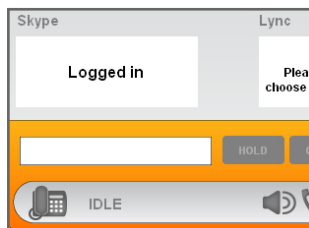


Making, answering, and ending calls

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 your 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:

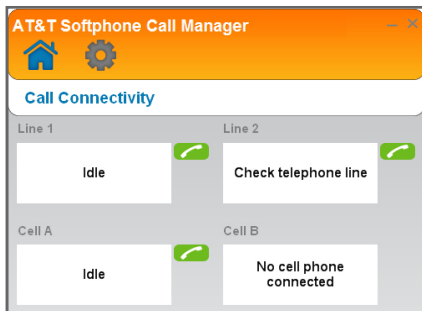
- Only Skype can make a softphone VoIP call.
- If you have logged in to Skype or Lync before, and you have ticked the **Sign me in when Skype starts** check box, then the respective program will automatically log in without asking you for user ID and password.

Making, answering, and ending calls

Make a call

To make a call on a landline:

1. Click the **Call Connectivity** (🏠) panel.
2. Click 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 the number input box.
 - Use your 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:

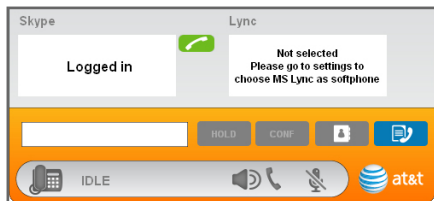


NOTES:

- 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.







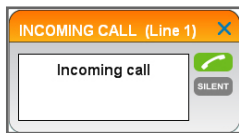
Making, answering, and ending calls

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:

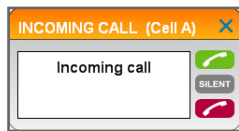
- Click  on the pop-up window.
- Click  in the line 1 or line 2 status bar under the **Call Connectivity** (🏠) panel.
- Press **1 LINE**, **2 LINE**, or **SPEAKER**  on the telephone base.
- Press **LINE 1/FLASH**, **LINE 2/FLASH**, /**SPEAKER**, or any dialing key (**0-9** or **TONE** ✕) on a cordless 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:

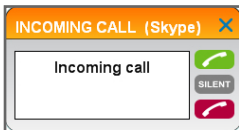
- Click  on the pop-up window.
- Click  in the cell A or cell B line status bar under the **Call Connectivity** (🏠) panel.
- Press **SPEAKER** , **Cell A** , or **Cell B**  on the telephone base.
- Press /**SPEAKER**,  **A Cell**, or  **B Cell** on a cordless handset.
- Lift the corded handset.



When there is an incoming Skype/Lync call:

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

- 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 Skype or Lync.






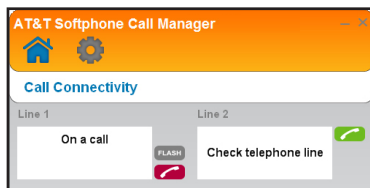
Making, answering, and ending calls

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 Skype or Lync.

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:

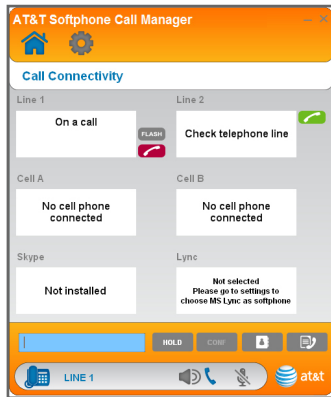
Click  to resume the call.

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 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 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:

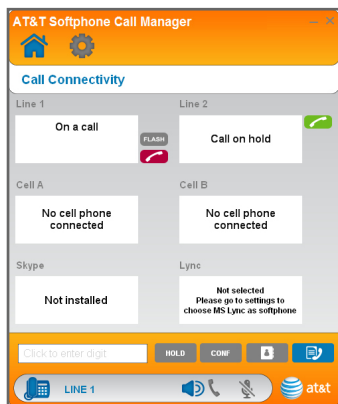
- Click **CONF** to create a conference.

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:

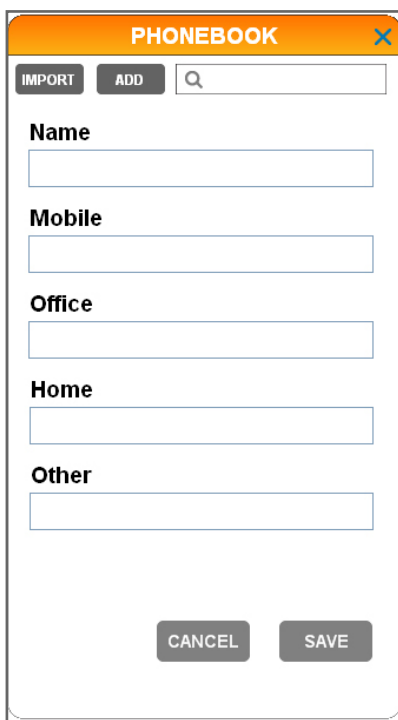
- Click **CONF** again to end the call on all lines.



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 store the entry.
 - Click **CANCEL** to cancel without saving the entry.

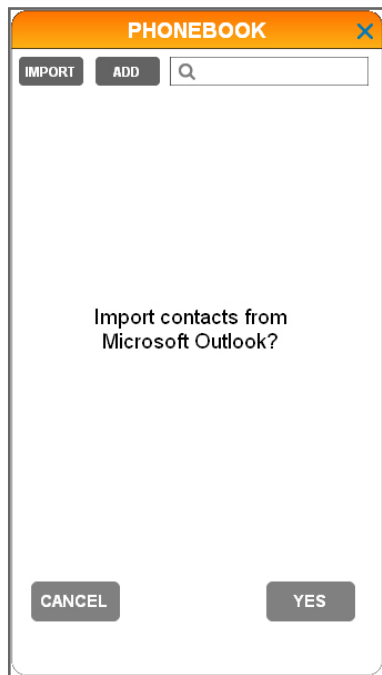


The screenshot shows a mobile application interface for adding a new phonebook entry. At the top, there is an orange header bar with the text "PHONEBOOK" and a close button (X). Below the header, there are two buttons: "IMPORT" and "ADD", followed by a search input field with a magnifying glass icon. The main form consists of five sections, each with a label and an input field: "Name", "Mobile", "Office", "Home", and "Other". At the bottom of the form, there are two buttons: "CANCEL" and "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 complete.




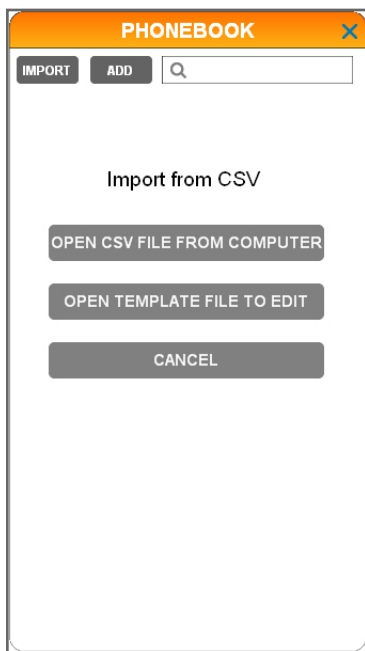
NOTES:

- 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.

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 that is saved in step 5.
7. When **XX contacts from CSV file has been imported to the phonebook** displays, click **OK** to complete.




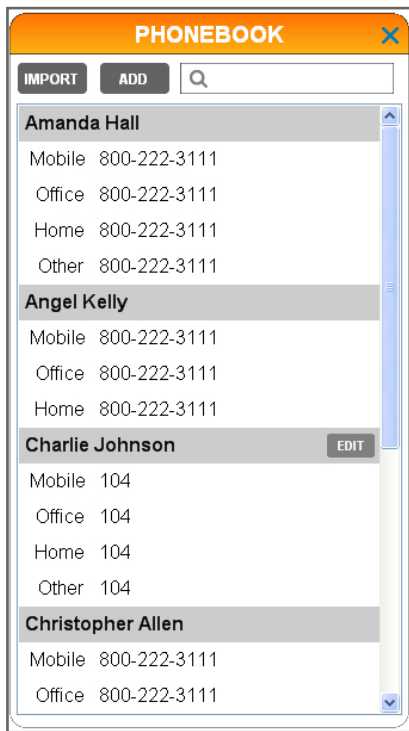
NOTES:

- 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.




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.

PHONEBOOK
✕

IMPORT
ADD

Name

Mobile

Office


Home

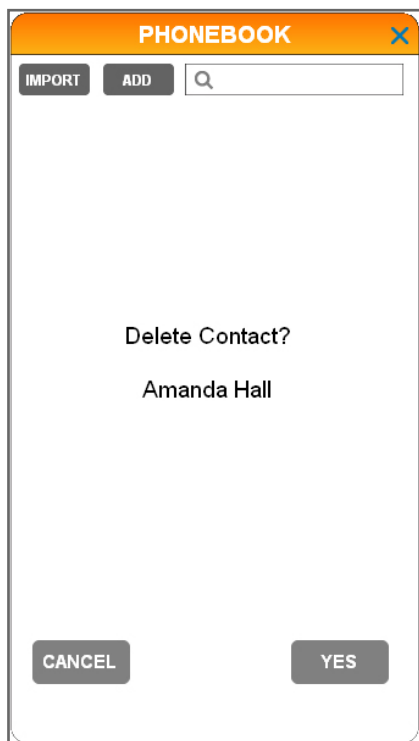
Other

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. Click **YES** to delete.
 - Click **CANCEL** if you do not want to delete the entry.
6. The screen shows **Deleted**. Click **OK** to return to the phonebook.

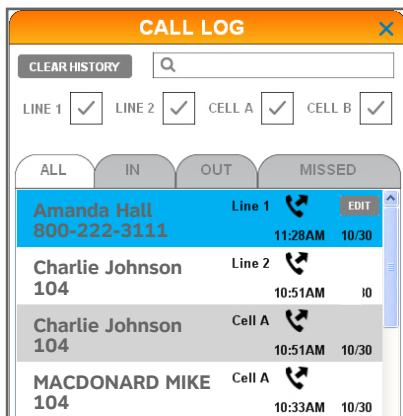


Call log

View the call log

In the call log, you can view **ALL**, **IN**, **OUT**, and **MISSED** calls by clicking on their respective tabs.

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.



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.

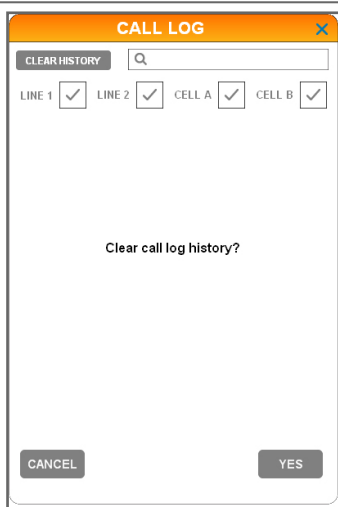
Delete a call log entry

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.
 - Click **CANCEL** to keep the call log entry.


Call log

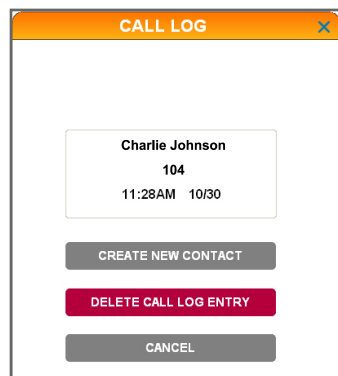
Delete all call log entries

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.
 - Click **CANCEL** to keep the call log entries.





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.
5. Select 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.



Call log

Edit a call log entry

1. Click the **Call Connectivity** () panel.
2. Click  to access the call log.
3. Select the entry, which is stored in the phonebook, and then click **EDIT**.
 - If you cannot see any entries, make sure the search bar is blank.
4. Click **Edit Contact** from the options.
5. Select 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. 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

Before you make a call using voice command, make sure you have enabled this feature (see page 13).

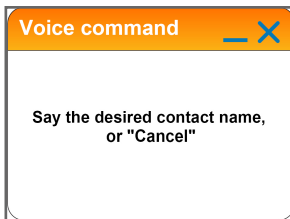
1. Press **MENU** on the telephone base or cordless handset in idle mode.
2. On the telephone base, press **▼CID**, **▲DIR**, **▼/RECORD**, or **▲/DELETE** to highlight **Voice Command**. Press **SELECT**.

-OR-

Press **▼CID** or **▲DIR** on the cordless handset to highlight **Voice Command**. Press **SELECT**.

3. The screen displays **Processing Voice command...**, and then you hear *"Who would you like to call?"* and a confirmation beep.
4. Say the contact name in the phonebook of this software to dial and make the call.

See page 38 for a list of commands.



On-screen display

If you have enabled the on-screen display feature (see 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)	<p>To call a specific contact number from the software phonebook.</p> <ul style="list-style-type: none"> • If there are multiple names recognized, <i>you can</i> <ul style="list-style-type: none"> ◇ 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, <i>you can</i>: <ul style="list-style-type: none"> ◇ 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 following suggestions. 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 (see 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 (see 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** (see 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 (see pages 28-30).
- Make sure you have set the audio settings correctly (see 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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