Quick start guide (Canada version)
TL86103

This quick start guide provides you with basic instructions only. For more complete instructions, please refer to the user's manual in the package, or download it at www.telephones.att.com/manuals.

Parts checklist

Your package contains:

- Cordless handset
- Telephone base
- Corded handset with coiled handset cord attached
- Charger for cordless handset
- Power adapter for charger
- Belt clip for cordless handset
- Battery for cordless handset
- Battery compartment cover

- Power adapter for telephone base
- Telephone line cords (one black and one clear)
- CD-ROM
- USB cable
- User's manual
- Quick start guide

Basic steps to set up & operate your phone

Basic installation

1. Install telephone base
2. Install charger
3. Install handset battery
4. Connect your telephone base to PC
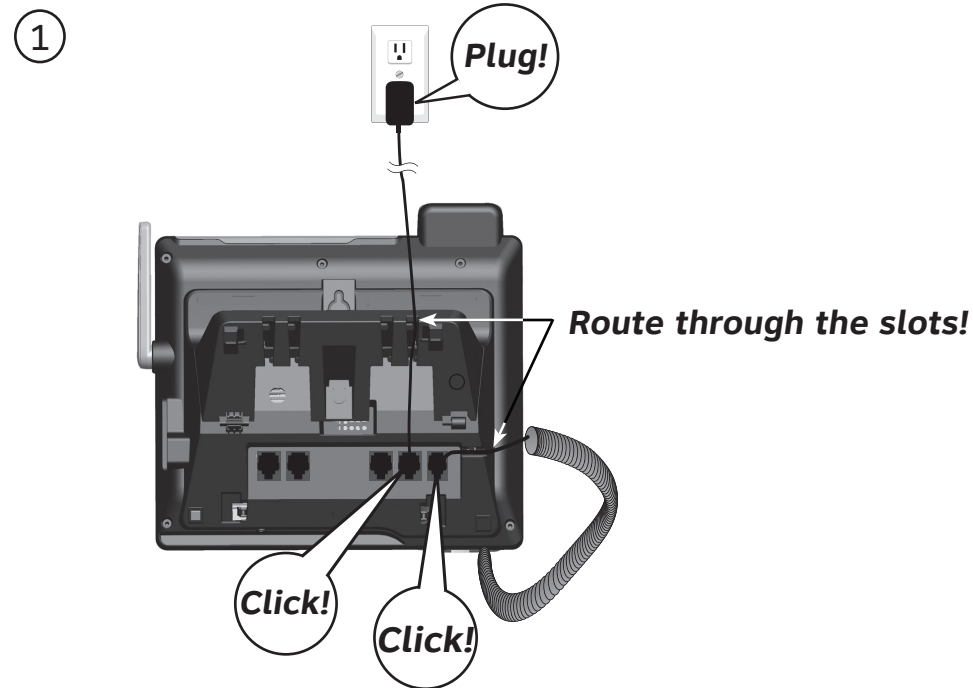5. Install telephone base on the wall (optional)

Common settings

6. Use built-in answering system or voicemail?
7. Set date and time
8. Set ringer volume
9. Add a Bluetooth cell phone / headset
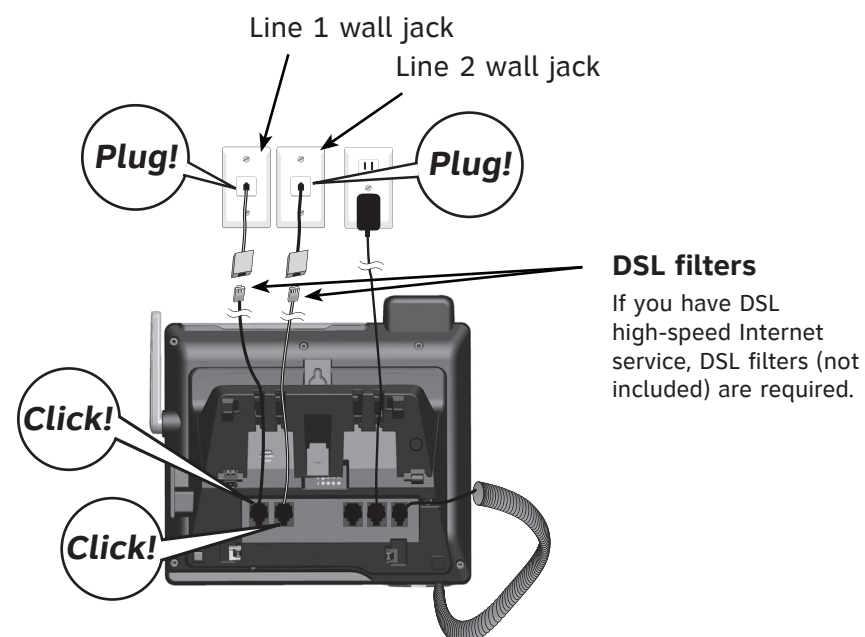10. Download a cell phone directory
11. Softphone call
12. Voice command
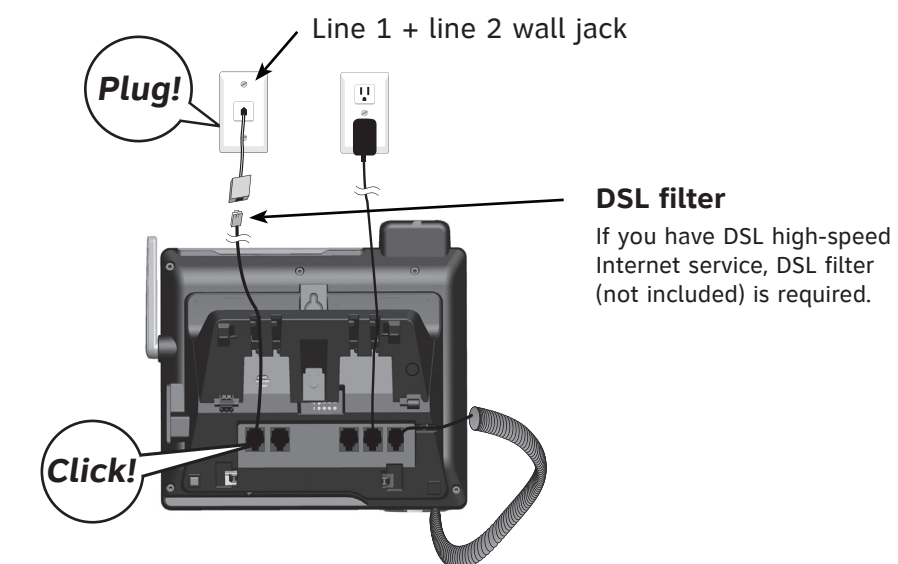
Common operations

13. Directory
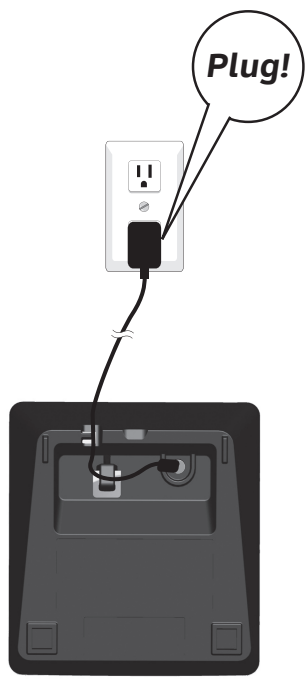14. Caller ID

1 Install telephone base

Route through the slots!

Plug!
Click!
Click!

Option 1: For separate wall jacks for each line

Line 1 wall jack
Line 2 wall jack

Plug! *Plug!*
Click!
Click!

DSL filters
If you have DSL high-speed Internet service, DSL filters (not included) are required.

Option 2: For a 2-line wall jack

Line 1 + line 2 wall jack

Plug!
Click!

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

2 Install charger

Plug!

3 Install handset battery

Light on!
Plug!

⚠️
- **Charge for at least 30 minutes before initial settings.**
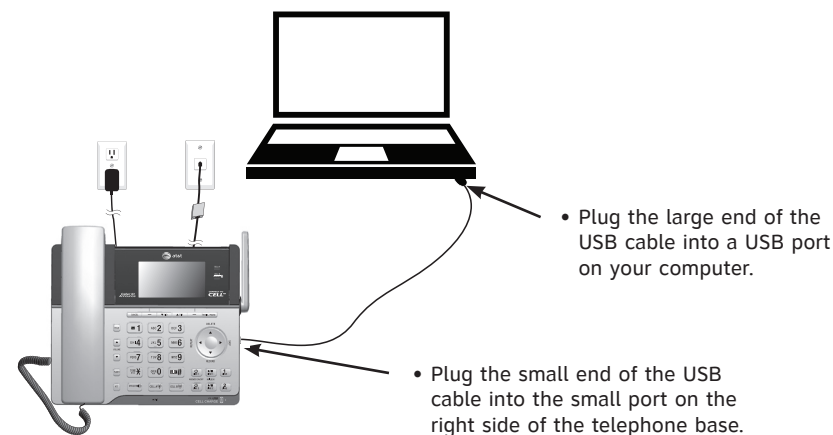- **Charge for 11 hours before initial use.**

4 Connect your telephone base to PC

Your new AT&T **TL86103** allows you to make and receive softphone calls by connecting the telephone base to your computer using the USB cable provided in the package. You can manage softphone Voice over IP (VoIP) calls through Skype™ or Microsoft® Lync®, landline calls, or cell calls by using the **AT&T Softphone Call Manager**. You can also use the voice command feature to make calls after you have installed the **AT&T Softphone Call Manager**.

To connect the telephone base to your computer:

- Plug the USB cable into your computer, as shown below. Wait for your computer to indicate that it has recognized the telephone base.

- Plug the large end of the USB cable into a USB port on your computer.
- Plug the small end of the USB cable into the small port on the right side of the telephone base.

To install AT&T Softphone Call Manager:

Put the CD-ROM, which comes with the product 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.

1. Double click the installation file to begin the InstallShield Wizard.
   - Tick the option check box to authorize the installation of the software -> Click **Run**.
2. Select the language to be displayed during the installation and in the program -> Click **OK**.
3. Click **Next>** -> Read the license agreement, and then accept the terms by pressing the upper check box -> Press **Next>** to continue.
4. 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>**.
5. Select the program to connect to the software -> Click **Next>**.
6. Click **Install**.
7. 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**.

After you have installed the **AT&T Softphone Call Manager**, check to make sure the audio setting is properly configured in your Skype or Microsoft Lync, if you want to use them with your telephone base.
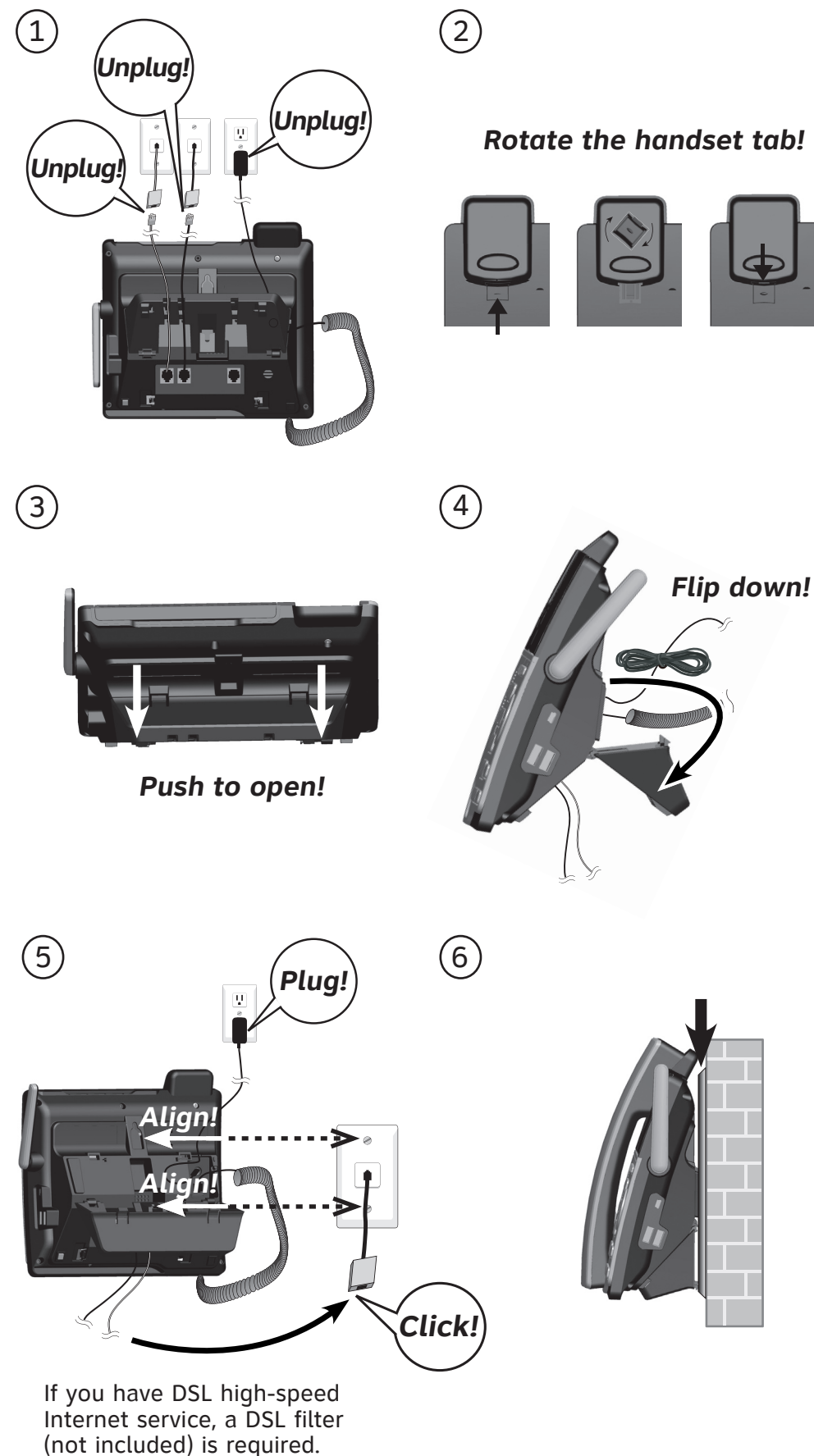
To configure the audio settings:

- Select **AT&T USB Audio** as the audio device under the settings of your Skype or Microsoft Lync.

The Skype name is a trademark of Skype.
Microsoft Lync® is a registered trademark of Microsoft Corporation.

5 Install telephone base on the wall (optional)

Follow the instructions, as shown below, only if you would like to mount the telephone on a wall.

Unplug!
Unplug!
Unplug!

Rotate the handset tab!

Push to open!

Flip down!

Plug!
Align!
Align!
Click!

If you have DSL high-speed Internet service, a DSL filter (not included) is required.

INSTALLATION COMPLETED!
Keep reading for common settings and operations.

6 Use built-in answering system or voicemail?

Your telephone has a built-in answering system which can be used without any service subscription.

The telephone also supports voicemail feature which requires subscription from your telephone service provider. Contact your telephone service provider for details.

⭕ To configure the built-in answering system

Record own announcement

You can use the preset announcement to answer calls, or replace it with your own recorded announcement.

Using the telephone base:
1. Press **MENU** -> Press **SELECT** to select **Answering system**.
2. Press ▼/▲ to highlight **Mailbox 1** or **Mailbox 2** -> Press **SELECT**.
3. Press **SELECT** to select **Announcement**.
4. Press **SELECT** to select **Record annc**.
5. Speak towards the microphone of the telephone base to record your announcement and press **STOP** to end recording.

Set 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. By default, the answering system answers an incoming call after four rings.

Using the telephone base:
1. Press **MENU** -> Press **SELECT** to select **Answering system**.
2. Press ▼/▲ to highlight **Mailbox 1** or **Mailbox 2** -> Press **SELECT**.
3. Press ▼/▲ to **Ans system setup** -> Press **SELECT**.
4. Press ▼/▲ to **# of rings** -> Press **SELECT**.
5. Press ▼/▲ to choose among **6**, **5**, **4**, **3**, **2**, or **Toll saver** -> Press **SELECT**.

✉ To use voicemail (requires service subscription)

You can save the voicemail number to ✉ 1 for easy access. Contact your telephone service provider for more information and assistance about using your voicemail service.

To set voicemail number:

Using a cordless handset or the telephone base:
1. Press **MENU** -> Press **SELECT** to select **Settings**.
2. Press ▼/▲ to highlight **Voicemail #** -> Press **SELECT**.
3. Press ▼/▲ to highlight **Line 1** or **Line 2** -> Press **SELECT**.
4. Enter the voicemail number -> Press **SAVE**.

While entering numbers, you can:
- Press ▼/▲ on the handset or on the telephone base to move the cursor to the left or right.
- Press **MUTE/DELETE** on the handset or ▲/**DELETE** on the telephone base to erase a digit.
- Press and hold **MUTE/DELETE** on the handset or ▲/**DELETE** on the telephone base to erase all digits.
- Press and hold **REDIAL/PAUSE** on the handset or the telephone base to enter a dialing pause (a **p** appears).

To retrieve voicemail messages:
1. Press and hold ✉ **1**.
2. Press ▼/▲ to highlight **Line 1** or **Line 2** -> Press **SELECT**.

7 Set date and time

Set the date/time before using the answering system.

Using a cordless handset or the telephone base:
1. Press **MENU** -> Press ▼/▲ to **Set date/time** -> Press **SELECT**.
2. Enter the month (**MM**), day (**DD**) and year (**YY**) -> Press **NEXT**.
3. Enter the hour (**HH**) and minute (**MM**).
4. Press ▼/▲ to choose **AM** or **PM** -> Press **SAVE**.

8 Set ringer volume

You can set the ringer volume level to one of the six levels or turn the ringer off.

Using a cordless handset or the telephone base:
1. Press **MENU** -> Press ▼/▲ to **Ringers** -> Press **SELECT**.
2. Press **SELECT** to select **Ringer volume**.
3. Press ▼/▲ to highlight **All lines**, **Line 1**, **Line 2**, **Cell A**, **Cell B**, or **PC call**, and then press **SELECT**.
4. Press ▼/▲ to choose the desired level -> Press **SET**.

9 Add a Bluetooth cell phone / headset

To use a Bluetooth enabled cellular phone or headset with your telephone, you must first pair and connect your Bluetooth cellular phone or headset with the telephone base.

Bluetooth wireless technology operates within a short range (up to 30 feet). Keep the connected device within 15 feet of the telephone base for optimal performance.

To pair and connect a cell phone using the telephone base:
1. Press **MENU** -> Press ▼/▲ to **Bluetooth** -> Press **SELECT**.
2. Press **SELECT** to select **Add device**.
3. Press **SELECT** to select **Add cellular**.
4. Disconnect the cell phone from any Bluetooth device -> Press **NEXT**.
5. Place the cell phone next to the telephone base.
6. Press **NEXT** to turn on the telephone base discoverable mode.
7. Turn on the Bluetooth feature of your cell phone and search for or add new devices. Once your cell phone finds your AT&T phone (**AT&T DECT 6.0**), press the appropriate key on your cell phone to continue the pairing process.
   • Enter the cell phone passcode (typically **0000**), if required -> **SET**.
   • Enter the PIN (default PIN: **0000**) of the telephone base into your cell phone, if required.

To pair and connect a headset using the telephone base:
1. Press **MENU** -> Press ▼/▲ to **Bluetooth** -> Press **SELECT**.
2. Press **SELECT** to select **Add device**.
3. Press ▼/▲ to **Add headset** -> Press **SELECT**.
4. Disconnect your headset from any Bluetooth device -> Press **NEXT**.
5. Set your headset to discoverable mode -> Press **NEXT**.
6. Press ▼/▲ to choose your headset, if required -> Press **SELECT**.
   • Enter the PIN (typically **0000**) of your headset, if required, and press **NEXT**.

10 Download a cell phone directory

Before downloading a directory, make sure the cell phone is paired, active, and connected to your **TL86103**.

For certain cell phones, you may need to press a key to confirm the directory download.

To download a cell phone directory using the telephone base:
1. Press **MENU** -> Press ▼/▲ to **Bluetooth** -> Press **SELECT**.
2. Press ▼/▲ to **Download dir** -> Press **SELECT**.
3. Press ▼/▲ to choose among **Phone memory**, **SIM card only**, or **Phone and SIM** -> Press **SELECT**.
4. Press **NEXT** to start downloading.
   • Enter the cell phone passcode, if necessary, and then press **SET**.
   • Press a key on your cell phone to confirm the directory download.
5. Press **OK** to exit.

If you are using Bluetooth-enabled cell phones with Android® OS 2.3 or above, you may also download the **Connect to Cell™** application (consists of **Caller ID manager** and **Alerts manager**) using the Google Play® Store app to extend the flexibility of your **TL86103**. Scan the QR code on the right to download the application.

SETUP DONE!
Keep reading for some common operations.

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11 Softphone call

You can make and receive calls on line 1, line 2, or cell lines, or softphone VoIP calls by using the **AT&T Softphone Call Manager** installed on your computer.

Before managing a softphone VoIP call, make sure Skype or Lync is installed.

NOTE: Only Skype can make a softphone VoIP call.

To make a Skype call:
Using a cordless handset or the telephone base:
• Enter the telephone number in idle mode, and then press **PC CALL** to dial a softphone call.

To answer an incoming Skype/Lync call:
Using a cordless handset or the telephone base:
• Press ◄))/**SPEAKER** or **ANSWER** to answer an incoming softphone call.
Using the telephone base:
• Press **SPEAKER** ◄)) or lift the corded handset to answer an incoming softphone call.

To hold a Skype/Lync call:
Using a cordless handset or the telephone base:
• Press **HOLD** to hold the softphone line. The handset screen displays **PC CALL ON HOLD**.
• Press **PC CALL** to resume the call.

To end a Skype/Lync call:
Using a cordless handset:
• Press **OFF/CANCEL**, or place the cordless handset into the charger.
Using the telephone base:
• Press **SPEAKER** ◄)) or return the corded handset to the telephone base.

12 Voice command

You can make a call using voice command if you have installed **AT&T Softphone Call Manager** at your computer.

NOTE: Before making a voice command, make sure your desired contacts are in the phonebook directory of the **AT&T Softphone Call Manager** that is independent from the home and downloaded directories.

To make a call using voice command:
Using a cordless handset or the telephone base:
1. Press **MENU** in idle mode.
2. Press ▼**CID** or ▲**DIR** on a cordless handset, or ▼**CID**, ▲**DIR**, ▼/**RECORD**, or ▲/**DELETE** on the telephone base to highlight **Voice Command** -> press **SELECT**. You hear a confirmation beep.
3. Say your desired contact name, which is stored in the phonebook directory of the **AT&T Softphone Call Manager**, to dial.

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13 Directory

The home directory stores up to 200 entries.

To add an entry in the home directory:
Using a cordless handset or the telephone base:
1. Press **MENU** -> Press ▼/▲ to **Directory** -> **SELECT**.
2. Press **OPTION** to select **Home**.
3. Press **SELECT** to select **Add contact**.
4. Enter a telephone number -> Press **NEXT**.
5. Press ▼/▲ to select **Home**, **Cell**, **Work**, or **Other** -> Press **NEXT**.
6. Enter a name -> Press **SAVE**.

To review and dial a directory entry:
Using a cordless handset or the telephone base:
1. Press ▲**DIR** on the handset or the telephone base in idle mode -> Press ▼/▲ to select the desired directory -> Press **REVIEW**.
2. Press ▼/▲ to browse through the directory, or press the dialing keys to start a name search.
3. Press **LINE 1/FLASH**, **LINE 2/FLASH**, or ◄))/**SPEAKER** on the handset, or press **1 LINE** or **2 LINE** on the telephone base, or lift the corded handset to dial with line 1 or line 2.
   -OR-
   Press (ŋ)**A CELL** or (ŋ)**B CELL** on the handset, or press **CELL A**(ŋ) or **CELL B**(ŋ) on the telephone base call using the cell line.

DIR

DIR

14 Caller ID

The caller ID log stores up to 50 entries.

To review and dial a caller ID entry:
Using a cordless handset or the telephone base:
1. Press ▼**CID** on the handset or the telephone base in idle mode -> Press ▼/▲ to scroll through the list.
2. Press **LINE 1/FLASH**, **LINE 2/FLASH**, or ◄))/**SPEAKER** on the handset, or press **1 LINE** or **2 LINE** on the telephone base, or lift the corded handset to dial with line 1 or line 2.
   -OR-
   Press (ŋ)**A CELL** or (ŋ)**B CELL** on the handset, or press **CELL A**(ŋ) or **CELL B** on the telephone base to dial with the cell line.

To erase the missed call indicator:
Using a cordless handset or the telephone base:
When you have incoming calls that have not been answered, the handset screen displays **XX missed calls**, and the telephone base screen displays ✆XX. When you have reviewed all the missed calls, the missed call indicator is erased.

If you want to erase the missed call indicator without reviewing the caller ID log, press and hold **OFF/CANCEL** on a handset, or **CANCEL** on the telephone base.

CID

CID

Handset operation

• Show the menu.
• Select an item or save an entry or setting in a menu.

• Review the directory.
• Increase the listening volume.

• Review the caller ID log.
• Decrease the listening volume.

• Put the current call on hold during a call.

• Make or answer a cell call.
• Answer an incoming CELL A/CELL B call during a CELL A/CELL B call.

• End a call on line 1, line 2, or the cell line.

• Make or answer a home call.
• Answer a call waiting call during a home call.

• Mute a call.
• Delete a digit or character.

• Press and hold to set QUIET mode or to deactive QUIET mode.

• Press repeatedly to review the redial list.
• Add a dialing pause while dialing or entering a number.

• Make a line 1 or line 2 call using the speakerphone.
• Answer a call on line 1, line 2 or the cell line using the speakerphone.

Answering system operation

Your telephone has a built-in answering system and supports voicemail feature offered by your telephone service provider (subscription is required, and fees may apply).

The built-in answering system must be turned on to answer and record messages.

• Repeat the playing message.
• Press twice to listen to the previous message.
• Delete the playing message.

• Skip to the next message.

• Record an announcement or a memo.

• Start message playback.
• Stop messge playback.
• Turn the answering system on or off.

• Adjust the speaker volume.

Remote access

You can access the answering system remotely from any touch-tone telephone. The preset remote access code is **19**.
1. Dial your telephone number from any touch-tone telephone.
2. When the answering system answers, enter the two-digit remote access code.
3. Press **✱5** to hear a list of remote commands.
4. Enter the desired remote command code.
5. Hang up or press **8** to end the call.

For a full set of installation and operation instructions, refer to the **TL86103 DECT 6.0 2-line corded/cordless telephone/answering system with BLUETOOTH® wireless technology** user's manual in the package, or download it at **www.telephones.att.com/manuals**.

For customer service or product information, visit our website at **www.telephones.att.com** or call **1 (866) 288-4268**.