



User Manual (Part 2)

5.8 GHz 2-Line Corded/Cordless Answering System EP5962

with Caller ID & Call Waiting



**You must install and
charge the battery before
using the telephone**

STOP!

**See page 8
for easy instructions**

For customer service or product
information, visit our web site at
www.telephones.att.com
or call **1-800-222-3111**

Please also read
Important Product Information
Enclosed in product package

Add new handsets to make your phone more versatile (see page 41)

Your telephone can accommodate up to eight cordless handsets. You can add new handsets (AT&T model EP590-2 sold separately) at any time, but each must be registered with the base before use.

The handset provided with your telephone is automatically registered as Handset 1. Additional handsets will be assigned numbers in the order they are registered (2, 3, 4, etc.) up to a maximum of eight handsets.

i NOTE: In normal operating conditions, up to four handsets at a time can be used. The number of handsets that can be used may be reduced if a handset is experiencing interference or is almost out of range.



Handset 1



Handset 2



Handset 3



User Manual (Part 2)
**5.8 GHz 2-Line
 Corded/Cordless
 Answering System
 EP5962**



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Getting Started

Quick reference guide

Handset

Softkeys

Press a softkey to select an item displayed just above the key.

L1/Flash, L2/Flash

Press **LINE 1** to make or answer a call on line 1.
 Press **LINE 2** to make or answer a call on line 2.

During a call, press **FLASH** to receive an incoming call, if Call Waiting is activated or use for other features requiring FLASH (see page 14).

Speaker

Press to activate handset speaker-phone. Press again to switch to normal handset use (earpiece).

Off/Clear

During a call, press to hang up.

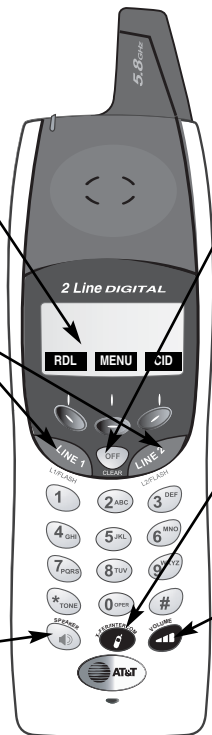
While using menus, press to cancel an operation, back up to the previous menu, or exit the menu display.

Xfer/Intercom

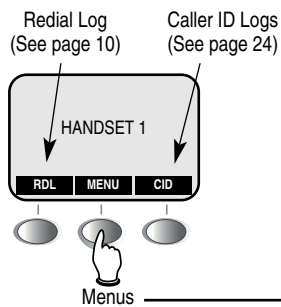
Press to transfer a call or initiate an intercom conversation (see pages 11 & 16).

Volume

Press to adjust voice volume or control the handset ringer volume while ringing.



Screens



Main Menu

- DirectorySee page 20
- Mailboxes.....See page 28
- Setup handsetSee menu
- RegisterSee page 41

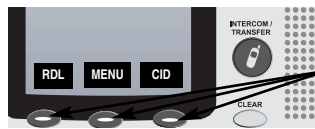
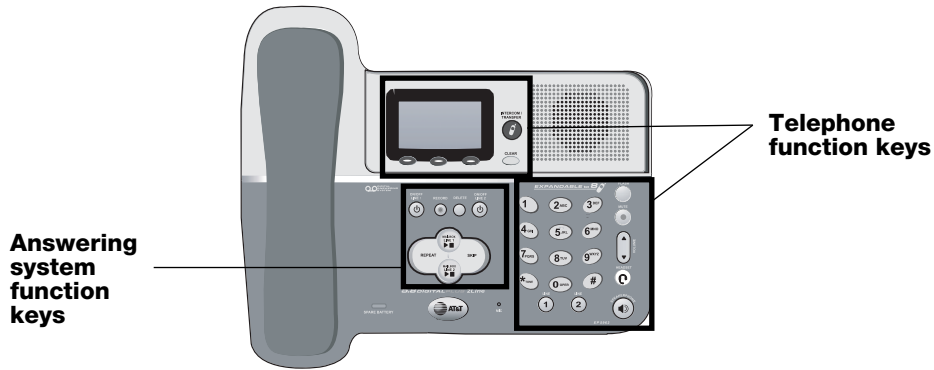
Setup Handset

- RingersSee page 18
- Low Batt ToneSee page 18
- Keypad ToneSee page 18
- ContrastSee page 18
- RenameSee page 18

Getting Started

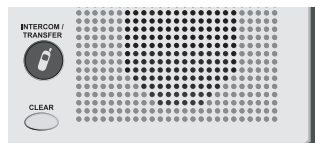
Quick reference guide

Base/Spakerphone

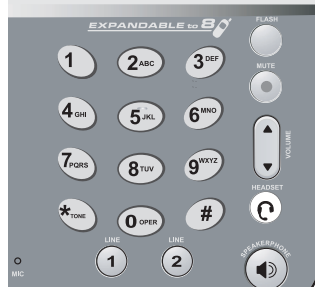


Telephone function keys (see pages 12-19)

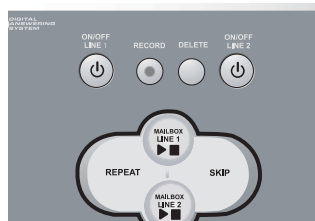
- SOFTKEYS**Press to select item displayed just above the key.
- CLEAR**Press to exit current menu or clear an entry.



- INTERCOM/TRANSFER**Press to begin intercom call or transfer external call.



- MUTE**Press to silence microphone; press again to resume.
- FLASH**During a call, press to receive an incoming call, if Call Waiting is activated.
- VOLUME**Press to adjust speakerphone listening volume or control the base ringer volume while ringing.
- HEADSET**Press to activate headset.
- LINE 1**Press, then lift handset to make or answer a call on line 1.
- LINE 2**Press, then lift handset to make or answer a call on line 2.
- SPEAKERPHONE** ..Press to turn speakerphone on or off (begin or end a call).



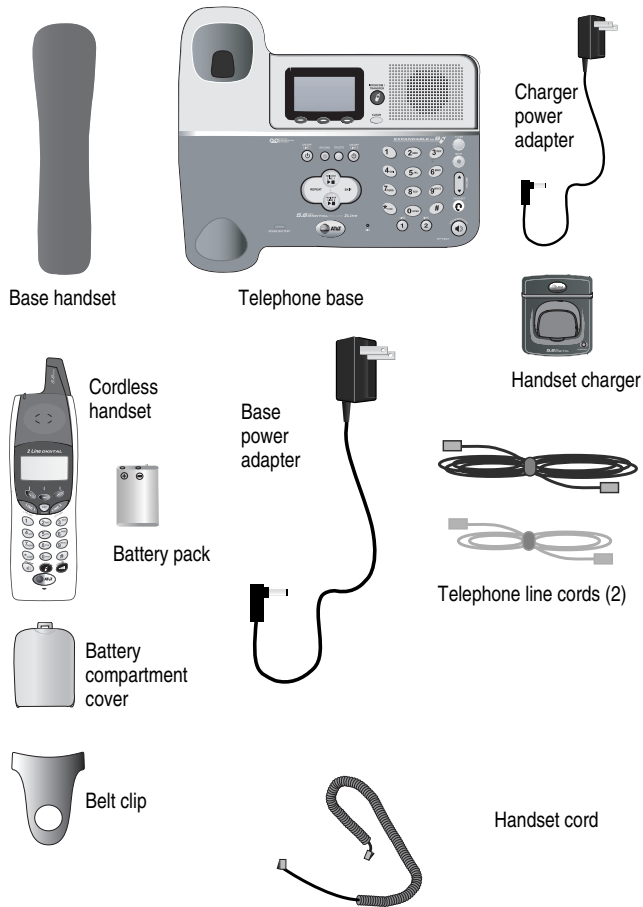
Answering system function keys (see pages 28-37)

- ON/OFF LINE 1**Press to turn LINE 1 on or off.
- ON/OFF LINE 2**Press to turn LINE 2 on or off.
- RECORD**Press to record a memo, phone conversation or outgoing announcement.
- DELETE**Press to delete messages.
- MAILBOX LINE 1**....Press to play or stop playing Mailbox 1.
- MAILBOX LINE 2**....Press to play or stop playing Mailbox 2.
- REPEAT**Press to repeat current message or hear previous message.
- SKIP**Press to hear next message.

Getting Started

Parts checklist

Remember to save your sales receipt and original packaging in case you ever need to ship your telephone for warranty service. Check to make sure the telephone package includes the following:



Getting Started

Before you begin

About Caller Identification

Caller ID with Call Waiting features in this telephone let you see who's calling before you answer the phone, even when you're on another call. These features require services provided by your local telephone company.

Contact your telephone service provider if:

- You have both Caller ID and Call Waiting, but as separate services (you may need combined service).
- You have only Caller ID service, or only Call Waiting service.
- You don't subscribe to any Caller ID or Call Waiting services.

You can use this phone with regular Caller ID service, and you can use its other features without subscribing to either Caller ID or combined Caller ID with Call Waiting service. There may be fees for these services, and they may not be available in all areas.

Caller ID features will work only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment.

See Caller ID Operation, beginning on page 24, for more details about how these features work.

Telephone operating range

This cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and base can communicate over only a certain distance — which can vary with the locations of the base and handset, the weather, and the construction of your home or office. For best performance, install the telephone base away from electronic equipment, such as personal computers, computer routers, television sets or microwave ovens.

If you receive a call while you are out of range, the handset might not ring — or if it does ring, the call might not connect when you press **LINE 1/LINE 2**. Move closer to the base, then press **LINE 1/LINE 2** to answer the call.

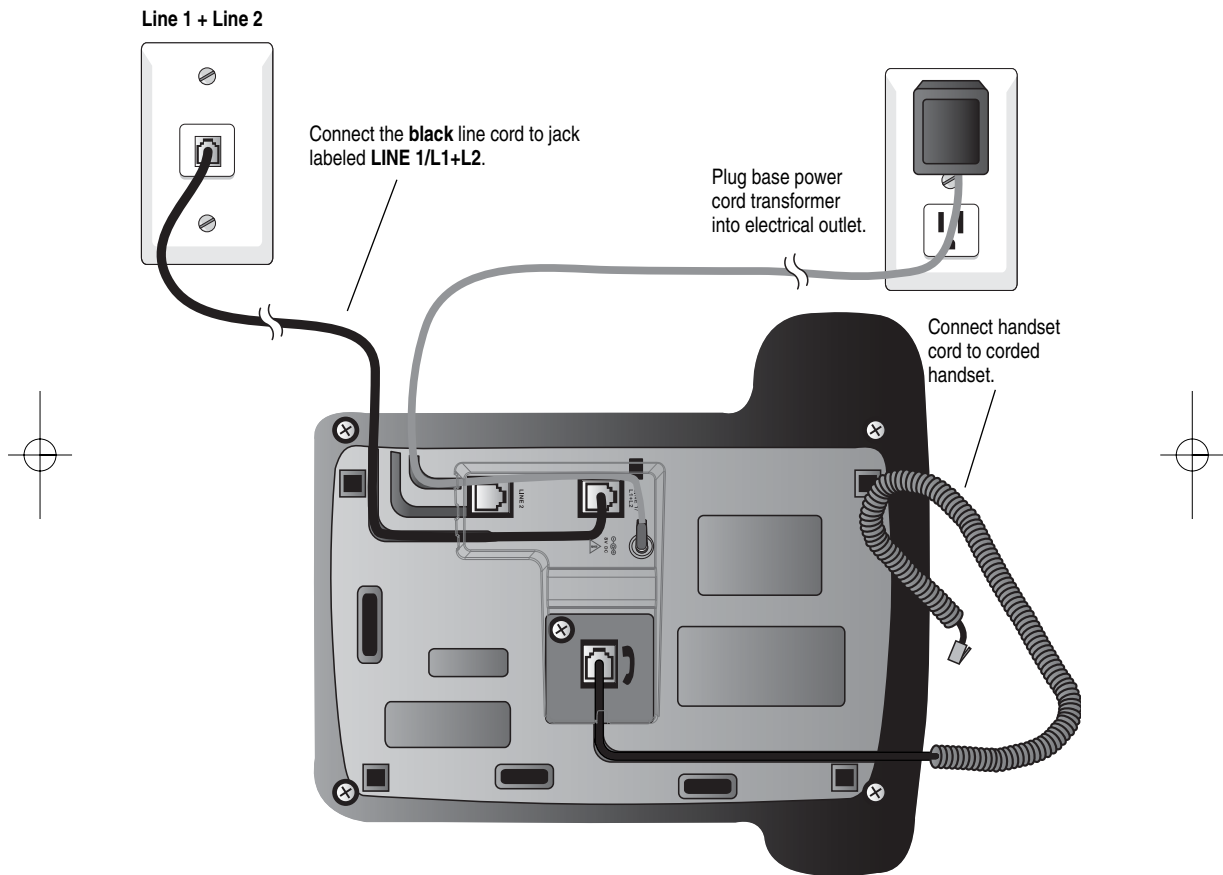
If you move out of range during a phone conversation, you might hear noise or interference. To improve reception, move closer to the base.

If you move out of range without pressing OFF, your phone will be left "off the hook." To hang up properly, walk back toward the telephone base, periodically pressing **OFF** until the call is disconnected.

Getting Started

Telephone base installation (2-line jack)

If you have a **2-line wall jack**, install the base as shown below. Choose a location away from electronic equipment, such as personal computers, computer routers, television sets or microwave ovens. Avoid excessive heat, cold, dust or moisture.



Line identification

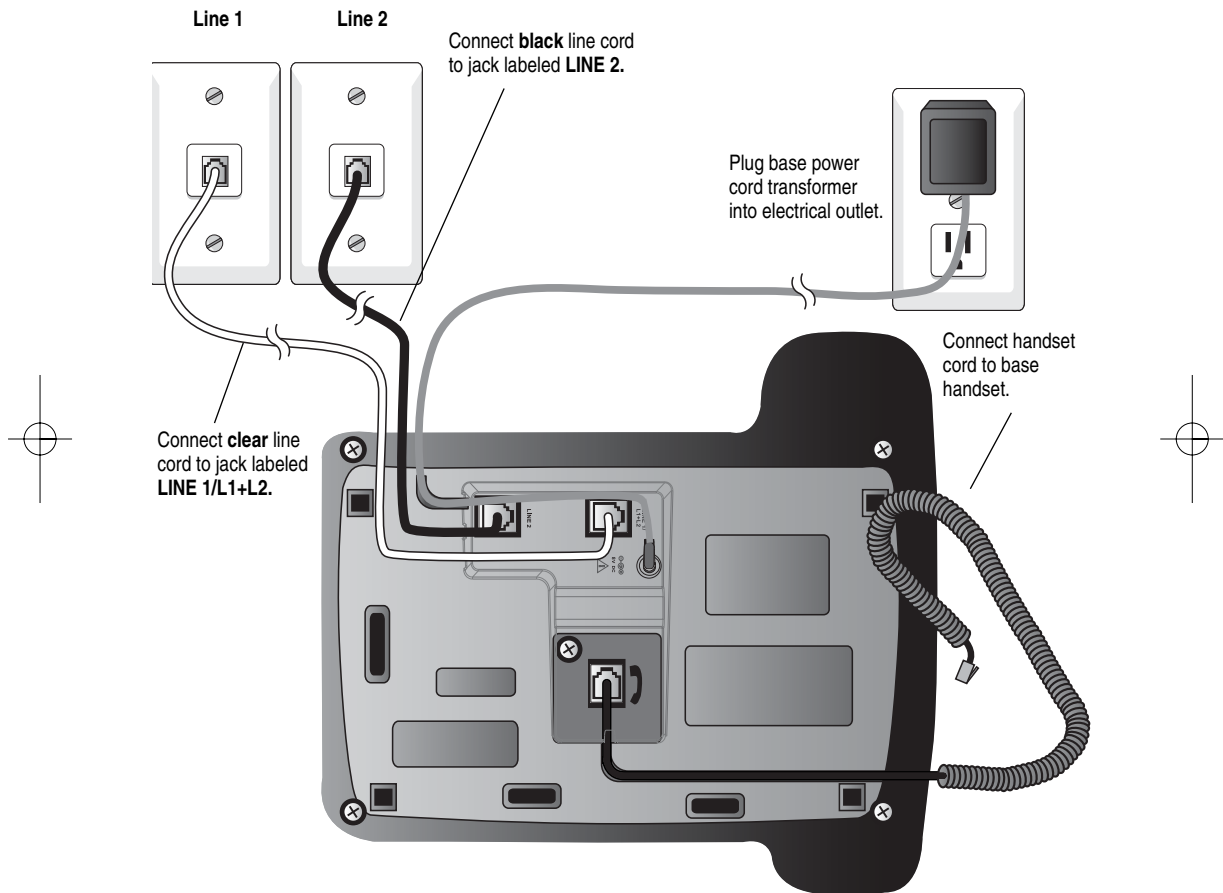
To identify phone lines, press **SPEAKERPHONE**, then call one of your telephone numbers. If you hear a busy signal, Line 1 is the number you called. If Line 2 rings, it is the number you called.

NOTE: Use only the power cord supplied with this product. If you need a replacement, call 1-800-222-3111.

Be sure to use an electrical outlet not controlled by a wall switch.

*Getting Started***Telephone base installation (separate line jacks)**

If you have **separate wall jacks** for each line, install the base as shown below. Choose a location away from electronic equipment, such as personal computers, computer routers, television sets or microwave ovens. Avoid excessive heat, cold, dust or moisture.

**Line identification**

To identify phone lines, press **SPEAKERPHONE**, then call one of your telephone numbers. If you hear a busy signal, Line 1 is the number you called. If Line 2 rings, it is the number you called.

NOTE: Use only the power cord supplied with this product. If you need a replacement, call 1-800-222-3111.

Be sure to use an electrical outlet not controlled by a wall switch.

Getting Started

Battery & charger installation

Installation of Battery Pack in Handset

Follow the steps below:

1. Remove the battery compartment cover by pressing on the indentation and sliding downward. Place the new battery pack in the handset with the positive and negative poles aligned in the battery compartment.
2. Replace the battery cover by sliding it upwards.
3. Place the handset in its charger, and allow it to charge for at least 10-12 hours. After initial charge, a maintenance charge of 8 hours should be sufficient.



Charging of the Handset Battery Pack

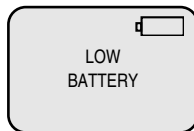
The cordless handset is powered by a rechargeable battery pack. It charges automatically whenever the handset is in its charger. You should charge the battery pack for at least 10-12 hours when you first receive your phone. Average talk time on a fully charged battery is about 8 hours depending on environmental conditions. The battery charge will last for about 4.5 days if you don't use the phone.

You will know the battery pack needs charging when :

- The low battery message is displayed.

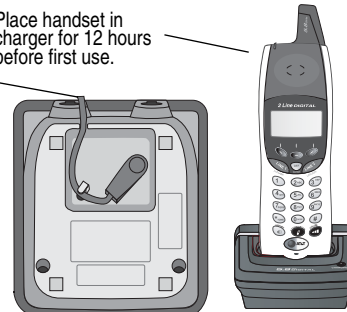
OR

- The handset seems completely dead, the LCD is completely clear and does not respond when you press the keys.



Plug power cord into jack on underside of charger, then plug A.C. plug into electrical outlet.

Place handset in charger for 12 hours before first use.



DID YOU KNOW?

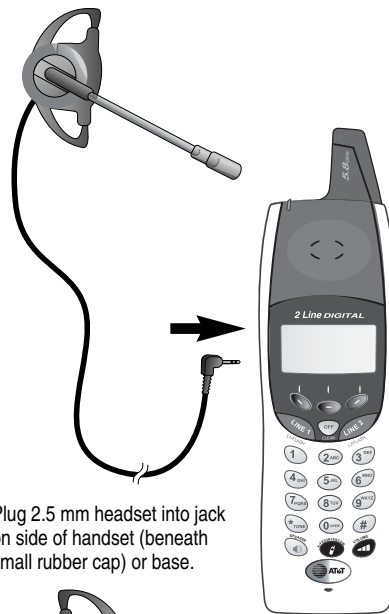
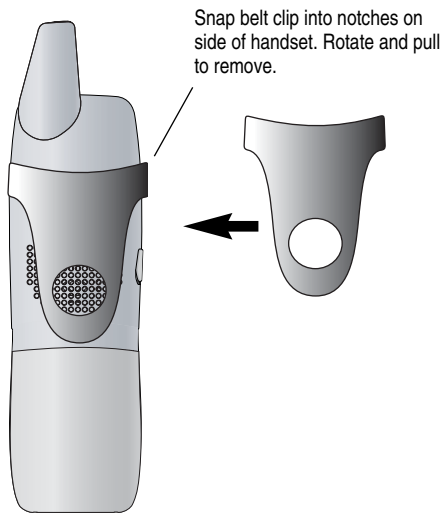
An optional spare battery pack can be kept charged in the base for quick replacement when a handset battery becomes depleted and for power failure operation (see page 44).

Getting Started

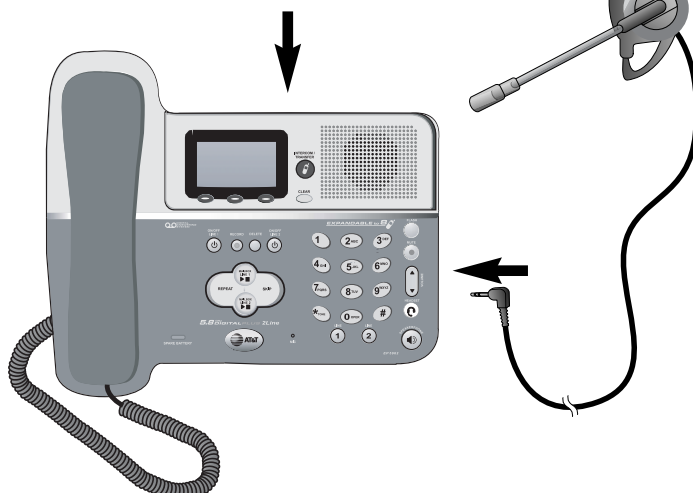
Belt clip & accessories

Install belt clip as shown below if desired.

For hands-free telephone conversations, you can use any industry standard 2.5 mm headset (purchased separately). For best results use an AT&T 2.5 mm headset.



Use DATA port at back of phone to connect fax or modem if desired (data port uses Line 2 only).



Telephone Operation

Basic handset operation

Making and answering calls

To answer an incoming call, press **LINE 1** or **LINE 2**. Press **LINE 1** or **LINE 2** to make a call on Line 1 or Line 2, then dial a number. Press **OFF/CLEAR** to hang up.

To preview before dialing, enter digit(s) first, then press **LINE 1** or **LINE 2** to dial. Press **OFF/CLEAR** to make corrections as you enter the telephone number.

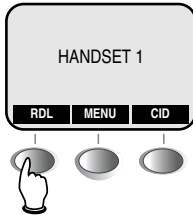


Hands-free speakerphone calls

To answer a call, press **SPEAKER**. To make a call, press **SPEAKER**, then dial a telephone number. During a call you can press **SPEAKER** to toggle between hands-free speakerphone and normal handset use. Press **OFF** to hang up.

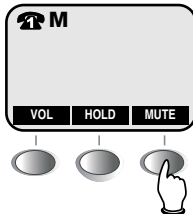
Last number redial

Select **RDL** to view the last 5 numbers called (up to 32 digits each). Use the **▲ ▼** buttons to highlight a number, then press **LINE 1** or **LINE 2** to dial. Select **SELECT** then **ERASE** to delete this number from the redial memory, or **SELECT** and then **SAVE** to copy the number into your directory (see page 21).



Mute

During a conversation, select **MUTE** to silence the microphone. You will see **MICROPHONE MUTED** in the display. You will be able to hear, but your caller will not be able to hear you until you select **MUTE** again to resume speaking.

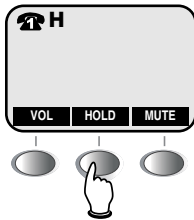


Telephone Operation

Basic handset operation

Hold

During a conversation, select **HOLD** to place a call on hold. **CALL ON HOLD** will be displayed for 4 seconds and an **H** will appear in the upper left corner of the display. Press the corresponding key (**LINE 1** or **LINE 2**) to resume the call.



NOTE: If the call is not resumed in five minutes the set will ring. The display will show **CALL ON HOLD RING BACK!**. If the **RING BACK** is not answered in 30 seconds, the call will end.

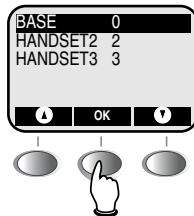
If you are on a call on the other line, your call will not be interrupted by the **RING BACK** for the held line. The call on the held line will end in five minutes with no warning.



Call transfer

During a conversation you can transfer the call to the base or to another handset.

Press **XFER** to display a list of handsets and base. Use the **▲** **▼** buttons to highlight the set you want, then select **OK** to transfer the call to the remote set. A person at the remote set can press **LINE 1**, **LINE 2**, or the **INTERCOM/TRANSFER** button to receive the transferred call.



NOTE: If the transferred call is not answered in 30 seconds, the call will be returned to the originating handset. Thirty seconds later, the display of the originating handset will show **CALL ON HOLD RING BACK!**. If the **RING BACK** is not answered in 30 seconds, the call will end.

You can announce to the base or to another handset that you will transfer the call to them by selecting **HOLD** and then pressing **XFER**. This will send an intercom signal. When the intercom call is answered, you can talk privately. After the intercom call ends (by pressing **OFF** on the handset or **INTERCOM** on the base), the call will be transferred.

Telephone Operation

Basic base operation

Making and answering calls



To answer a call, lift the corded handset, press **SPEAKERPHONE**, or press **HEADSET** (if a headset is connected).

To make a call, lift the corded handset, press **SPEAKERPHONE** or press **HEADSET**, then dial a number. You may choose a line by pressing **LINE 1** or **LINE 2** before or after you choose your calling method.

To preview a telephone number before dialing, enter digits before choosing your calling method.

Press **CLEAR** to make corrections as you enter digits.

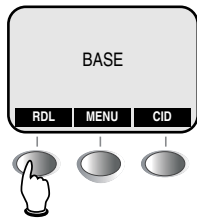
To hang up, replace the corded handset, press **SPEAKERPHONE** or press **HEADSET**.

DID YOU KNOW?

You can record up to four minutes of a phone conversation (see page 35 for more detail).

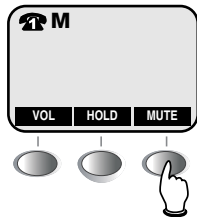
Last number redial

Select **RDL** to view the last 5 numbers called (up to 32 digits each). Use the **▲ ▼** buttons to highlight a number, then press **LINE 1** or **LINE 2** to dial. Select **SELECT** then **ERASE** to delete this number from the redial memory, or **SELECT** and then **SAVE** to copy it into your directory (see page 21).



Mute

During a conversation, select **MUTE** to silence the microphone. You will see **MICROPHONE MUTED** in the display and the **MUTE** indicator will light. You will be able to hear, but your caller will not be able to hear you until you select **MUTE** again to resume speaking.

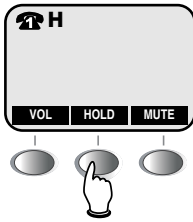


Telephone Operation

Basic base operation

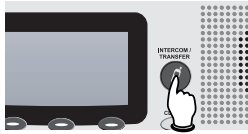
Hold

During a conversation, select **HOLD** to place a call on hold. **CALL ON HOLD** will be displayed for 4 seconds and an **H** will appear in the upper left corner of the display. Press the corresponding key (**LINE 1** or **LINE 2**) to resume the call.



NOTE: If the call is not resumed in five minutes the set will ring. The display will show **CALL ON HOLD RING BACK!**. If the **RING BACK** is not answered in 30 seconds, the call will end.

If you are on a call on the other line, your call will not be interrupted by the **RING BACK** for the held line. The call on the held line will end in five minutes with no warning.

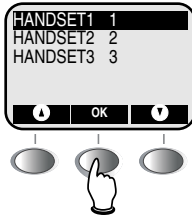


Call transfer

During a conversation you can transfer the call to a handset. Press **TRANSFER** to display a list of handsets. Use the **▲ ▼** buttons to highlight the set you want, then select **OK** to transfer the call to the remote set.

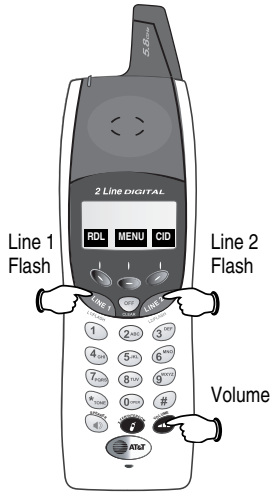
NOTE: If the transferred call is not answered in 30 seconds, the call will be returned to the base. Thirty seconds later, the base display will show **CALL ON HOLD RING BACK!**. If the **RING BACK** is not answered in 30 seconds, the call will end.

You can announce to the handset that you will transfer the call to them by selecting **HOLD** and then pressing **XFER**. This will send an intercom signal. When the intercom call is answered, you can talk privately. After the intercom call ends (by pressing **OFF** on the handset or **INTERCOM** on the base), the call will be transferred.



Telephone Operation

Options while on calls-Handset and Base



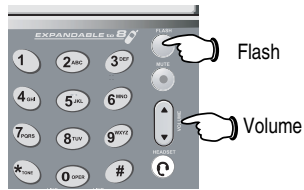
To adjust volume

Press **VOLUME** button(s) on the handset or the base to adjust listening volume. On the base, each button press raises or lowers the volume by one level. The handset volume button increases the volume. When it is at the loudest level, you will hear a series of beeps and the next press will take the volume back to the lowest level. Select **OK** when you are done.

Note: You can also use the **VOL** softkey and then **-** or **+** to adjust the volume.

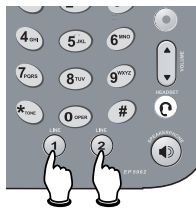
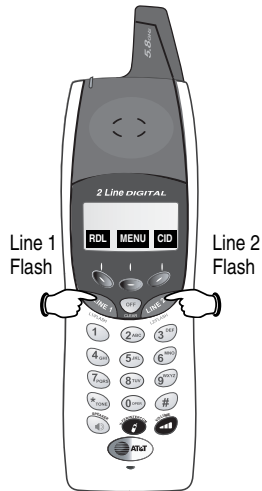
Call waiting

If you have Call Waiting service, you will hear a beep if someone calls while you are already on a call. Press the **FLASH** button for the line in use to put your current call on hold and take the new call. You can press **FLASH** at any time to switch back and forth between calls.



Ring silencing

Press **CLEAR** while the phone is ringing to silence the ringer temporarily. You can still answer, or let the caller leave a message. The next phone call will ring normally.



Telephone Operation

Options while on calls-Handset and Base

Switching between lines

During a handset call, if you make or answer a call on another line, the line previously in use will be automatically placed on hold. You can press **LINE 1** or **LINE 2** at any time to switch to the call on the other line, whether you have selected **HOLD** or not, without dropping either call. Example:

- 1 Make or answer a call.
- 2 Press **LINE 1** or **LINE 2** to make or answer a call on the other line, automatically placing the first call on hold.
- 3 To return to the first call, press **LINE 1** or **LINE 2** to select the previous line. You can repeat this step at any time to switch to the call on the other line without dropping either call.

During a base call, you must select **HOLD** before making or answering a call on another line. Example:

- 1 Make or answer a call, then select **HOLD**.
- 2 Press **LINE 1** or **LINE 2** to select the unused line, to make or answer a call on the other line.
- 3 To return to the first call, select **HOLD** to put your current call on hold, then **LINE 1** or **LINE 2** to select the previous line. You can repeat this step at any time to switch to the call on the other line without dropping either call.

NOTE: While on a call, if a call comes in from the other line, you will hear a brief ring and the display will show **INCOMING CALL ON LINE x** followed by **CID Call Waiting** information if applicable.

NOTE: If the call is not resumed in five minutes the set will ring. The display will show **CALL ON HOLD RING BACK!**. If the **RING BACK** is not answered in 30 seconds, the call will end.

If you are on a call on the other line, your call will not be interrupted by the **RING BACK** for the held line. The call on the held line will end in five minutes with no warning.

Temporary tone dialing

If you have dial pulse (rotary) service, you can switch to touch tone dialing during a call by pressing **☎**. This can be useful if you need to send tone signals for access to answering systems or long-distance services.

Telephone Operation

Intercom calls

Intercom calls

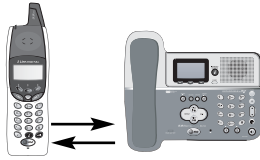
Press the **INTERCOM** button at a handset or at the base. Scroll down to highlight the desired handset or base, or highlight **GLOBAL PAGE** to page all. Select **OK** to page.

DID YOU KNOW?

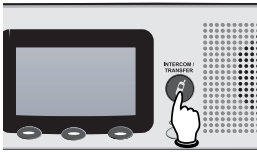
Pressing **INTERCOM** then 0 (for the base), 1-8 (for individual handsets), or the * button (for **GLOBAL PAGE**) will also make the intercom call.

To answer an intercom page at the handset, press **INTERCOM**. At the base, lift the corded handset, press **SPEAKERPHONE**, or press **INTERCOM**.

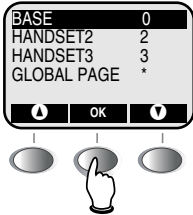
When your intercom call is finished, press **OFF** at the handset (or **INTERCOM** at the base) to end the call.



Press **INTERCOM**



Highlight station to page



Handling incoming calls

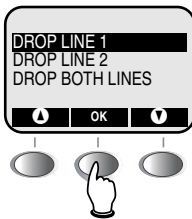
During an intercom call, you will hear a beep to alert you if there is an incoming call. You have two options:

- Press **LINE 1** or **LINE 2** at the handset to answer the outside call and conference it in with your existing intercom conversation.
- Press **OFF** twice at the handset or **INTERCOM** once at the base to terminate the intercom conversation, then answer the outside call (see pages 10-13).

*Telephone Operation***Conference calls****3-way conference calls**

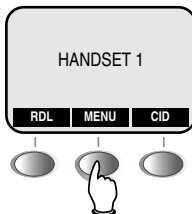
You can use both outside lines at the same time to set up a three-way conference call.

- 1 Make or answer a call.
- 2 Select **HOLD**.
- 3 Make a call on the other line.
- 4 When the call is answered, select **CONF**.
- 5 To end the 3-way conference call, select **DROP** then scroll down to the option you want.
 - To drop line 1, scroll to **DROP LINE 1**, then select **OK**.
 - To drop line 2, scroll to **DROP LINE 2**, then select **OK**.
 - To end a conference call, scroll to **DROP BOTH LINES**, then select **OK**. You can also end a conference call by pressing **OFF** on the handset. On the base pressing **SPEAKERPHONE** or hanging up the corded handset will end a conference call.

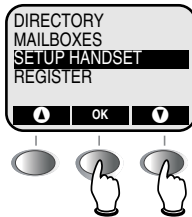




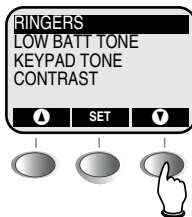
Select **MENU**



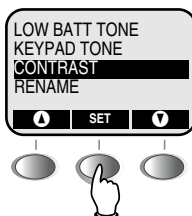
Highlight **SETUP HANDSET**



Scroll to choose desired item



Select **SET**



Telephone Operation

Handset settings

Ringers

At this menu you can change ring volumes, or turn the ringers off. You can also select one of six ring melodies. You will hear an example of each ring volume level and ring type as you scroll through the choices. Settings are selectable for each line.

Follow the menu instructions to select the volume and melody you prefer, then select **OK** or **SAVE** to confirm.

NOTE: Choose different ringer melodies for the two different lines so you can easily identify which line is ringing.

Low battery tone

The handset is factory programmed to alert you with a tone when the battery is low and needs recharging. Select **ON** or **OFF**, then select **OK** to confirm.

NOTE: If you select **OFF** you will not hear the Low battery tone.

Keypad tone

The handset is factory programmed to beep at each key-press. Select **ON** or **OFF**, then select **OK** to confirm.

NOTE: If you select **OFF** you will not hear a beep when you press keys.

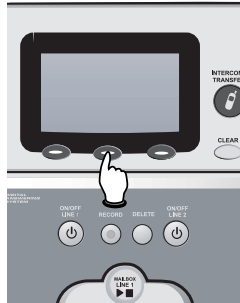
Contrast

At this menu you can adjust the handset screen contrast to one of 16 levels. Use **-** or **+** to select the level you prefer, then select **OK** to confirm.

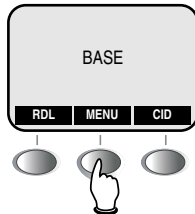
Rename

At this menu you can change the name (up to 14 characters) that appears on your handset screen, and identifies your handset in all Intercom/Transfer menus.

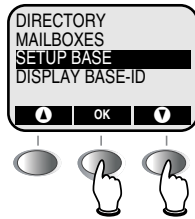
- To enter characters, see “To Enter a Name” on page 21 and use the dial pad chart.
- Select **→** to move the cursor to the right. At this point you can enter a character.
- Select **MORE** for additional options:
 - Select **DEL** to delete characters.
 - Select **SPACE** to enter a space.
 - Select **BACK** to go back to the previous screen.
- Select **SAVE** to store the new name.



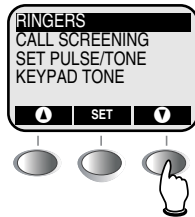
Select **MENU**



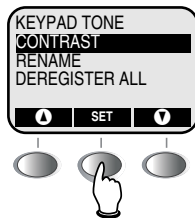
Highlight **SETUP BASE**



Scroll to choose desired item



Select **SET**



Telephone Operation

Base settings

Ringers

At this menu you can change ring volumes, or turn the ringers off. You can also select one of six ring melodies. You will hear an example of each ring volume level and ring type as you scroll through the choices.

Follow the menu instructions to select the volume and melody you prefer, then select **OK** or **SAVE** to confirm.

NOTE: Choose different ringer melodies for the two different lines so you can easily identify which line is ringing.

Call screening

Call screening lets you hear messages at the base as callers leave them. Select **ON** or **OFF**, then select **OK** to confirm.

NOTE: If you selected **OFF** you will not hear messages as callers leave them.

Set pulse/tone

Factory default setting for both lines is **TONE**. Change this to **PULSE** only if you do not have touch-tone dialing service (select line, highlight **TONE** or **PULSE**, then select **OK**).

Keypad tone

The handset is factory programmed to beep at each key-press. Select **ON** or **OFF**, then select **OK** to confirm.

NOTE: If you selected **OFF** you will not hear beeps at each keypress.

Contrast

At this menu you can adjust the base screen contrast to one of 16 levels. Use **-** or **+** to select the level you prefer, then select **OK** to confirm.

Rename

At this menu you can change the name (up to 14 characters) that appears on your base screen, and identifies your base in all Intercom/Transfer menus. See "Rename" on page 18 for instructions.

Deregister all

Use this option with **EXTREME CAUTION**. It will make all handsets unusable until each one has been re-registered (see page 41-43 for more details about deregistering and re-registering handsets).

Directories

Directories

Handset and Base directories

There are separate directories in the handset and the base.

Each directory can store up to 50 entries. Each entry can contain a number up to 32 digits and a name up to 16 letters long. A convenient search feature can help you find and dial numbers quickly (see page 22).

The procedure for entering, editing and dialing directory entries is the same for both the handset and the base.



Handset: 50 entries

Base: 50 entries



Timeouts and error tones

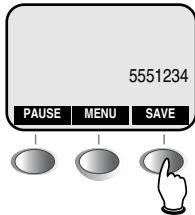
If you pause for too long while making an entry the procedure will time out and you will have to begin again. The time out duration is 20 seconds.

If all memory locations are in use, an error tone will sound when you attempt to enter a new number. This means the memory is full, and you will not be able to store a new number until you delete an existing one.

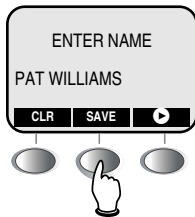
Directories

New directory entries

Enter number, then select **SAVE**



Enter name, then select **SAVE**



To enter a number

When the phone is idle, use the dial pad to enter up to 32 digits. When the number is complete, select **SAVE**.

- Press **CLR** to erase digits if you make a mistake.
- Select **PAUSE** to enter a dialing pause.

i NOTE: Use **PAUSE** to enter a three-second dialing delay in a number if you want the system to wait for a dial tone or access tone before continuing dialing. You may need this for certain banking and long-distance services or to obtain an outside line when using a business telephone system.

To enter a name

Use the dial pad and the chart below to enter a name (up to 16 characters). Each press of a particular key will cause characters to be displayed in the following order:

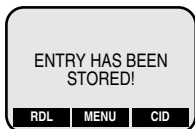
Dial Key	Characters by number of key presses								
	1	2	3	4	5	6	7	8	9
1	&	'	,	.	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	0								
*	*								
#	#								

The cursor moves to the right when you press another dial pad button. Select **▶** to enter a space.

- Select **CLR** to erase letters if you make a mistake.
- Press **1** repeatedly to enter an ampersand (&), apostrophe ('), comma (,), period (.), or digit 1.
- Press **#** to enter a pound sign (#).
- Press *** (TONE)** to enter an asterisk (*).

Storing the entry

Select **SAVE** to store your new directory entry. To change it later, see page 23.

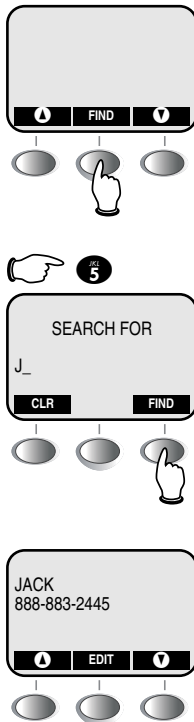


Directories

Directory search-Handset and Base

Select **MENU**, then scroll to **DIRECTORY**. Select **OK**.

You must use **▲** or **▼** to browse through the directory, or search to find a specific entry. You can press **CLEAR** at any time to exit the directory.



To browse through the directory

To browse, use **▲** or **▼** to scroll through all entries one by one.

To search alphabetically

To shorten your search, use the telephone dial pad to enter the first letter of a name. You can also scroll through the **DIRECTORY** by using **▲** or **▼**.

You can also select **FIND**, enter the name or part of the name, and select **FIND** again.

Press dial pad buttons once for the first letter, twice for the second, three times for the third, as shown on page 21.

DID YOU KNOW?

Press **5** at any time while a directory entry is displayed to jump immediately to the search menu.

To call a displayed number

To dial the displayed entry on the handset, press **LINE 1** or **LINE 2**, or press **SPEAKER**.

To dial the displayed entry on the base, press **LINE 1** or **LINE 2**, or press **SPEAKERPHONE**, or lift the corded handset, or press **HEADSET** if a headset is connected to the base.



Select **DEL** to delete entry



Select **EDIT** to change entry



Select name or number to change



Directories

To dial, delete or change entries

To dial a number

When any directory entry is displayed:

- Press **LINE 1** or **LINE 2**, or press **SPEAKER** on the handset.
- Press **LINE 1** or **LINE 2**, or press **SPEAKERPHONE**, or lift the corded handset from the base, or press **HEADSET** if a headset is connected to the base.

To delete an entry

When any directory entry is displayed, select **EDIT**, then **DEL**.

NOTE: Deleted entries cannot be recovered.

To change an entry

When any directory entry is displayed, select **EDIT** to modify the entry. Select **EDIT** again, and then select **NAME** or **NUM**. The cursor is at the beginning of the name or number.

- Select **▶** to move the cursor to the right.
- Select **MORE** to see the second editing screen, (**DEL**, **BACK**, and **PAUSE** or **SPACE**).
- Select **DEL** to delete the character on the cursor.
- Select **PAUSE**, when editing a number, to enter a three-second dialing delay.
- Select **SPACE**, when editing a name, to enter a space.
- Select **BACK** to go back to the first edit screen.
- Select **SAVE** when you are done editing the name or number.
- Press **CLEAR** at any time to back up to the previous screen or exit the menu. If you have not selected **SAVE**, any changes you have made will be not be saved.

Caller ID Logs

Caller ID Logs

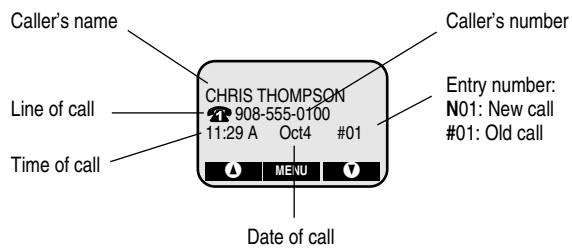
How Caller ID works

If you subscribe to Caller ID service provided by your local phone company, information about each caller will be displayed after the first or second ring.



Handset: 50 entries

Base: 50 entries



Information about the last 50 incoming calls is stored in your call log. You can review the call log to find out who has called, return the call without dialing, or copy the caller's name and number into your directory.

Each log entry is numbered (number 1 is always the most recent). When the call log is full, the oldest entry is deleted to make room for new incoming call information.

If you answer a call before the information appears on the screen, it will not be saved in your call log.

NOTE: Caller ID features will work only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment.

Handset and Base call logs

There are separate Caller ID logs in each handset and in the base. Actions taken on entries in one log will not affect the other logs. For example, if you delete entries from the base log, they will still appear on the handset(s).

Each call log can store up to 50 entries. Each entry can contain a number up to 14 digits, and a name up to 16 letters long.

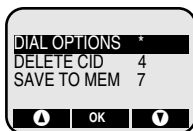
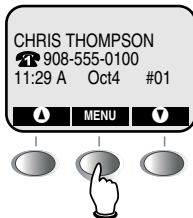
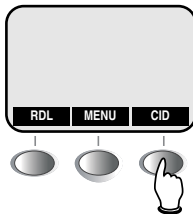
The procedure for viewing, dialing, deleting and transferring call log entries to your directory is the same for both the handset and the base.

Caller ID Logs

To review your call log- Handset and Base

To review your call log

To view your Caller ID log select **CID**, the most recent call is displayed first. Use **▲** or **▼** to scroll through the list as shown at left.



Press * for dialing options
Press 4 to delete
Press 7 to copy to directory

To return a call

Press **SPEAKER/SPEAKERPHONE** or **LINE 1** or **LINE 2** to call the person currently displayed (see page 26 for important dialing options).

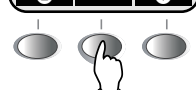
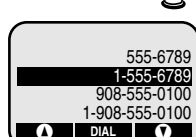
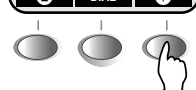
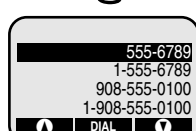
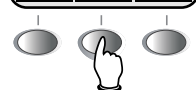
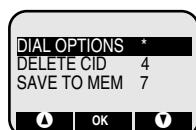
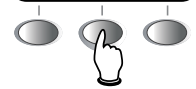
Other options

While the CID record is displayed, select **MENU** to display other options:

- Highlight **DIAL OPTIONS** to view dialing options (see page 26).
- Highlight **DELETE CID**, then choose **THIS** to delete displayed entry or **ALL** then **YES** to delete all entries in the call log.
- Highlight **SAVE TO MEM** to copy the displayed name and number into the directory (see page 23 to edit name or number).

DID YOU KNOW?

While the CID record is displayed, press * (to display dialing options); 4 (to delete the record); or 7 (to save the record into directory).



Highlight desired option and then select **DIAL** to use line 1 or press **LINE 2** to use line 2.

Caller ID Logs

To dial a call log entry-Handset and Base

When any Caller ID screen is displayed on the handset, press **SPEAKER** or **LINE 1** or **LINE 2** to dial the number exactly as it appears on the screen.

When any Caller ID screen is displayed on the base, press **SPEAKERPHONE**, or **LINE 1** or **LINE 2**, or lift the corded handset, or press **HEADSET** if a headset is connected to the base to dial the number exactly as it appears on the screen.

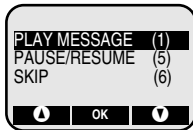
Dialing options

Caller ID numbers may appear with an area code that may not be required for local calls, or you may need to add a "1" at the beginning to dial a long distance call. If the number displayed is not in the correct format, you can change how it is dialed.

Select **MENU**, then **⊕** to see a list of dialing options. Select **⬇** or **⬆** to highlight the option you want, then Select **DIAL** (use line 1) or press **LINE 2** to dial.

DID YOU KNOW?

While a CID record is displayed, press # to toggle the dialing options; When the option you want is shown, press **LINE 1** or **LINE 2** to dial it out.



Caller ID Logs

Messages with Caller ID-Handset and Base

If a caller leaves a message, the Caller ID screen will display **LEFT A MESSAGE** beneath the caller's name.

To hear the message, press **1** (or select **MENU**, highlight **PLAY MESSAGE**, then select **OK**).

To pause playback, press **5** (or select **MENU**, highlight **PAUSE/RESUME**, then select **OK**). Press **5** again to resume playback.

At the base, messages can only be played through the speaker. You cannot listen to messages through the corded handset.

At the handset, messages are played through the speakerphone. If you prefer to listen privately, you can press **SPEAKER** to switch to earpiece playback.

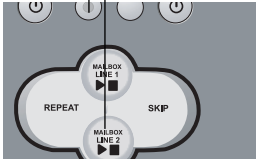
The answering system plays the message only once, then changes its status from "new" to "old." You can press **CLEAR** to stop message playback, but no other answering system features are available at this point.

To play back voice messages with full access to all answering system features, please turn to page 31.

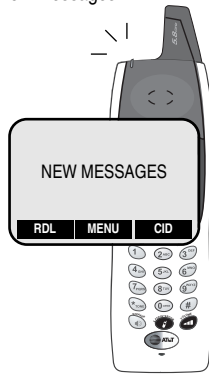
Answering System Operation

Answering System Operation

Mailbox buttons **flash** to announce new messages



Handset light **flashes** to announce new messages



Message capacity

The answering system can record up to 99 messages for each line, depending on how long each message is. Individual messages can be up to 4 minutes long, but total maximum recording time for all messages is 25 minutes. Messages will remain available for replay until you delete them.

Handset access

In addition to the features described in this section, you can also use your handset to review or delete messages (see page 31).

NOTE: Only one station (handset or base) can access the answering system at a time.

Press to record memo (see page 35) phone conversation (see page 35) or outgoing announcement (see page 30).

Press to turn the mailbox of that line on or off.

Press to delete messages (see page 31).

Press to repeat message (see page 31).

Press to skip message (see page 31).

Press to start or stop **Line 1** message playback (see page 31).

Press to start or stop **Line 2** message playback (see page 31).

The diagram shows buttons for 'ON/OFF LINE 1', 'RECORD', 'DELETE', 'ON/OFF LINE 2', 'MAILBOX LINE 1', 'REPEAT', 'SKIP', and 'MAILBOX LINE 2'. The handset is labeled '5.8 Digital Plus 2 Line'.

Answering System Operation

Day and time announcements

To set day and time

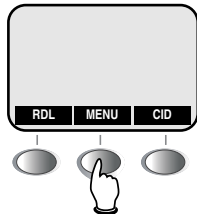
Before playing each message, the answering system announces the day and time the message was received.

Before using the answering system, you should follow the steps at left to set the day and time, so messages are dated correctly.

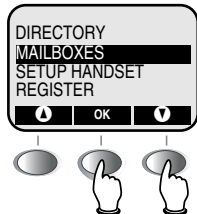
Select **MENU**, scroll to **MAILBOXES**, then select **OK**.
 Scroll to **SET DAY/TIME**, then select **OK**.

To set the day, scroll to a day of the week, then select **SET**. Scroll to the correct day, then select **OK**.

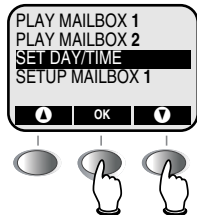
To set the time, scroll to the current time setting, then select **SET**. Use the dial pad to enter four digits (08:15), then press **2** for "AM" or **7** for "PM"). Select **SAVE** when time is entered correctly.



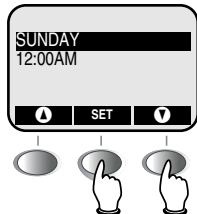
Highlight **MAILBOXES**



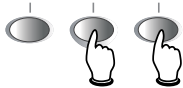
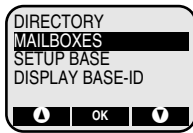
Highlight **SET DAY & TIME**



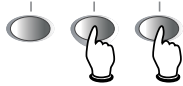
Select and modify **day & time**



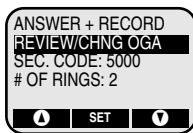
Select **MENU**, then highlight **MAILBOXES**



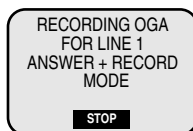
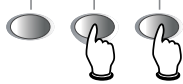
Highlight mailbox to modify



Highlight **REVIEW/CHNG OGA**



Highlight **RECORD NEW OGA**



Answering System Operation

Outgoing announcements

Outgoing announcements are the messages callers hear when calls are answered by the answering system.

The phone is pre-programmed with an announcement that answers calls with **“Hello. Please leave a message after the tone.”** You can use this announcement, or replace it with a recording of your own voice.

To record your outgoing announcement

Select **MENU** then follow the steps at left to highlight **RECORD NEW OGA**, then select **OK**. At the screen prompt, begin speaking. Speak facing the telephone base from about 9 inches away or speak into the cordless handset microphone. Select **STOP** when you are finished to hear the announcement you just recorded.

You can record an announcement up to 4 minutes long. Announcements less than 3 seconds long will not be recorded.

NOTE: Each mailbox has its own announcement.

DID YOU KNOW (base only)?

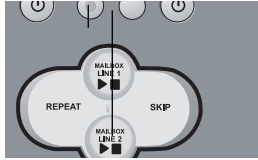
Press and hold **RECORD**, then press **MAILBOX LINE 1/LINE 2** to record an outgoing announcement for the selected line.

To review or delete your announcement

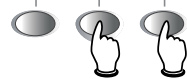
Follow the steps at left to highlight **LISTEN TO OGA** or **DELETE OGA**.

NOTE: If you delete your outgoing announcement, calls will be answered with the pre-programmed announcement described above.

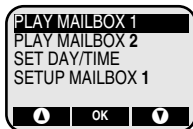
Base: Press mailbox button



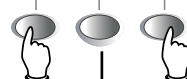
Handset: Select **MENU**, highlight **MAILBOXES**



Highlight mailbox

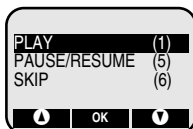


"Sunday, 12 am..."



Repeat message

Delete message



Numbers following commands are keyboard shortcuts (i.e., press 6 to skip)

Answering System Operation

Message playback

At the base, press a mailbox button to hear messages. At the handset, select **MAILBOXES**, then choose a mailbox. Messages are played back in order from newest to oldest.

If you have new messages waiting, **PLAY NEW MSG** will appear in both handset and base main menus. After selecting it, the system will announce "**Mailbox one (or two)**", then play back new messages only.

Information during playback of messages

- During playback, the memo or message number, **NEW** or **OLD**, date & time and its length will be displayed on screen (with Caller ID information if available).
- Before each message, you will hear the day and time it was received.
- After the last message, you will see **END OF MAILBOX 1 OR 2 MESSAGES!** on the screen.

Options during playback

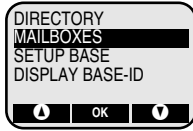
- Press **VOLUME** button to adjust playback volume.
- Press **REPEAT** or select **RPT** to repeat message currently playing. During Message Playback mode, this key repeats the current message unless it is pressed within 2 seconds of beginning of message playback, in which case it plays the previous message.
- Press **DELETE** or select **DEL** to delete message being played back.
- Select **MENU** for more options:
 - Press **5** to pause or resume playback.
 - Press **6** to skip to next message.
- Press **CLEAR** or any mailbox button to stop playback.

To delete all messages

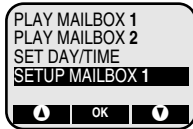
To delete all messages, press **DELETE** at the base while the phone is idle. Select a mailbox, then select **DEL** to confirm.

NOTE: Use this action with caution. It will delete both new and old messages. It is suggested that you do this only after playback of all messages.

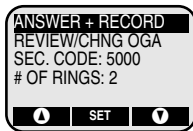
Select **MENU**, then highlight **MAILBOXES**



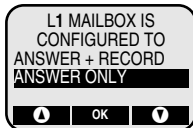
Highlight mailbox to modify



Highlight current answer mode



Choose desired answer mode





Answering System Operation

Answering mode

In Answer + Record mode, callers are asked to leave a message. In Answer Only mode, callers hear an announcement but cannot leave messages. This option is useful, for example, to notify callers that you will be away for an extended period and request that they call back after a certain date.

To select answering mode

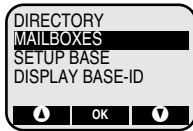
Select **MENU** then follow the steps at left to select the answering mode for each mailbox. Use the  or  buttons to highlight a selection, then select **OK**.

Answer Only announcement

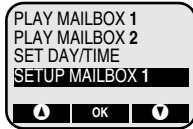
When Answer Only is turned on, calls are answered with a pre-recorded announcement that says **“We’re sorry, messages to this number cannot be accepted”**. You can use this announcement, or replace it with a recording of your own voice.

After turning on the Announce Only feature, follow the steps on page 30 to record your announcement. Callers will hear this announcement only when the Announce Only feature is turned on. Otherwise they will hear the standard announcement asking them to leave a message.

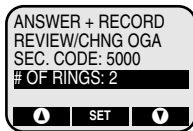
Select **MENU**, then highlight **MAILBOXES**



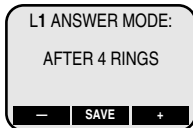
Highlight mailbox to modify



Highlight # **OF RINGS**



Choose number of rings



Answering System Operation

Number of rings before answer

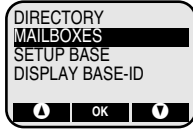
At this menu you can select how the answering system answers incoming calls. Select **-** or **+** to highlight one of four options:

- Answer calls after **2** rings.
- Answer calls after **4** rings (default).
- Answer calls after **6** rings.
- **Toll Saver** (system answers after 2 rings if you have new messages, and after 4 rings if you have no new messages).

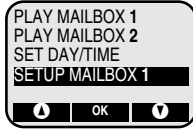
Select **SAVE** to confirm your choice.

See page 28 to turn one or both mailboxes off, so that incoming calls are never answered.

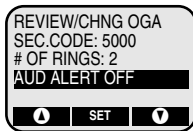
Select **MENU**, then highlight **MAILBOXES**



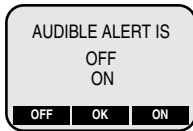
Highlight mailbox to modify



Highlight **AUD ALERT OFF**



Choose setting



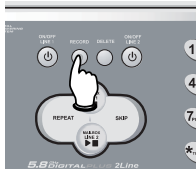
Answering System Operation

Audible message alert

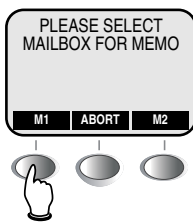
At this menu you can choose whether you want to be alerted when you have new messages waiting.

When the audible message alert is on, the telephone will beep every 10 seconds to alert you when there are new messages waiting.

Select **OFF** or **ON**, then select **OK**.



Select mailbox



Answering System Operation

Recording and playing memos and phone conversations

Memos are messages you record yourself. They are saved, played back and deleted exactly like incoming messages. You can record a memo as a reminder to yourself, or leave a message for someone else if others in your household use the answering system.

Note: You can also record a phone conversation. This is also known as 2-way recording.

You can record a memo or phone conversation up to four minutes long. Memos or phone conversations less than one second will not be recorded.

To record a memo (Base Only)

Press **RECORD**, then press **MAILBOX LINE 1/LINE 2** (or select **M1** or **M2**) to record a memo in the selected mailbox. Press **MAILBOX LINE 1/LINE 2** (or select **STOP**) to stop recording.

To record a phone conversation (Base Only)

While you are on a call, press **RECORD** on the base. The conversation will be recorded into the mailbox associated with the line the call is on. Press **MAILBOX LINE 1/LINE 2** or **RECORD** to stop recording.

Note: The far-end parties will hear a long beep when the recording is initiated. There will be no other indication to them, so to ensure compliance with any state and federal regulations that concern recording a telephone call, you should start the recording process and then inform the caller that you are recording the call.

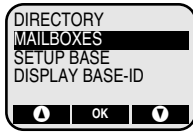
Note: While you are recording the conversation, you can press **CLEAR** to stop recording and delete the already-recorded portion of the conversation.

Note: 2-way recordings are never in the "new" message list, because you have already heard them.

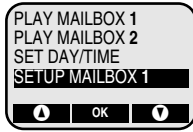
To play back a memo or 2-Way Recording

Press a mailbox button to hear messages, memos, and 2-way recordings (see page 31 for other options).

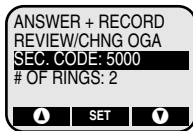
Select **MENU**, then highlight **MAILBOXES**



Highlight mailbox to modify



Highlight **SEC. CODE**



Enter 4-digit security code



Answering System Operation

Change security code

You must enter a security code for remote access to the answering system from another telephone.

The security code is factory programmed to **5000**, but you should change it to a number known only to you.

To change the code, follow the steps at left. Using the dialpad, enter a four-digit number, then select **SAVE**.

NOTE: The security number you enter will be applied to both mailboxes.

- 1** Dial your telephone number from any touch-tone phone.
- 2** When system answers, enter 4-digit Remote Access Code ("5000" unless you have changed it).
- 3** Enter remote commands (see list at right).
- 4** Hang up to end call and save all undeleted messages.

If you enter no commands, the system will play new messages (or prompt you to enter 5 to hear the help menu if there are no new messages).

If you enter no commands after playback, you will be prompted to press 5 to hear the help menu.

If you continue to enter no commands, the call will end.

Answering System Operation

Remote access

A 4-digit security code is required to access your answering system from any touch-tone phone. This code is "5000" by default; see page 36 to change it.

Play messages

1 or **2** + mailbox (1 or 2)

All messages: Press **1** + mailbox number.
New messages: Press **2** + mailbox number.

Repeat or go back

7

Press to repeat current message. Press twice to hear previous message.

Skip to next message

6

Press to skip current message and advance to next message.

Stop

#

Press to stop any operation (stop playback, stop recording).

Delete message

3

Press during playback to delete current message.

Delete all messages

3 + mailbox (1 or 2)

Press **3** + mailbox number to clear all messages in selected mailbox.
NOTE: Use this command with caution. It will delete both new and old messages. It is suggested that you use this command only after playback of all messages.

Review announcement

7 + mailbox (1 or 2)

Press **7** + mailbox number to review current outgoing announcement.

Record announcement

8 + mailbox (1 or 2) to begin
5 to stop recording

Press **8**, enter mailbox number, then speak after tone. Press **5** to stop recording.

Change answer mode

9 + mailbox (1 or 2)

Press **9** + mailbox number to toggle (Answer+Record or Answer Only mode).

Turn mailbox off

0 + mailbox (1 or 2)

Press **0** + mailbox number to toggle mailbox on or off.

Turn mailbox on

0 + mailbox (1 or 2)

If off, system answers after 10 rings. Enter access code, then **0** + mailbox number.

Exit

End remote access call (or hang up).

Help menu

5





Press while not listening to messages to hear voice help menu.

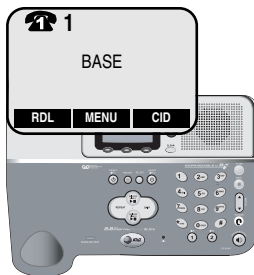
Appendix

Display screen status icons







Status icons

-  Line in use (line number shown in phone icon)
-  Handset or Base using answering system (handset or base number followed by "T")
-  Phone in use (intercom call); flashes when handset or base is being paged
-  Battery power level (see below); Battery charging (animated display). (This icon is only on handset screen.)
- 1-8** Handset identification number
- M** Microphone is muted
- H** Call is on hold
- P** No AC power
- R** Handset is not yet registered, or searching for base



Battery power levels

-  Battery fully charged
-  Approximately half power remaining
-  Battery power is low; should be recharged soon
-  (flashing) Battery power is very low and must be recharged

Appendix

Display screen messages-Handset and Base



Screen display messages

<i>PHONE ON</i>	The handset or base is in use.
<i>PHONE OFF</i>	The handset or base is on hook.
<i>DIRECTORY IS EMPTY</i>	You are accessing an empty directory.
<i>DIRECTORY IS FULL</i>	You are saving to a full directory.
<i>MICROPHONE MUTED</i>	The call is on mute.
<i>HANDSFREE ON</i>	You are using handset speaker. (handset only)
<i>HANDSFREE OFF</i>	Handset speaker is turned off. (handset only)
<i>LOW BATTERY</i>	The battery needs to be recharged. (handset only)
<i>CALL ON HOLD</i>	The call is on hold.
<i>INCOMING CALL ON LINE 1</i>	There is a call coming in on Line 1.
<i>INCOMING CALL ON LINE 2</i>	There is a call coming in on Line 2.
<i>NEW MESSAGES</i>	There are new answering system messages.
<i>X NEW CALLS</i>	There are new calls in the CID log.
<i>SEARCHING FOR BASE</i>	The handset has lost communication with the base. (handset only)
<i>MAILBOX IS BUSY1</i>	Another handset (or base) has accessed the answering system.
<i>LINE 1 IN USE1</i>	Another handset (or base) is off-hook on Line 1.
<i>LINE 2 IN USE1</i>	Another handset (or base) is off-hook on Line 2.
<i>SYSTEM IS BUSY1</i>	The maximum number of handset are in use.
<i>CHECK AC POWER</i>	The system is in power failure mode.

Appendix




Alert tones and indicator lights

Handset light flashes to announce new messages



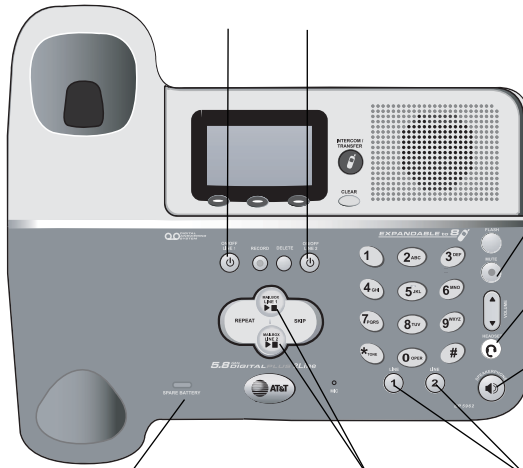
On when speakerphone is in use.

Alert tones

	"Beep-Beep-Beep-Beep-Beep" (5 quick beeps)	Handset battery is low. Place handset in base to charge the battery.
	"Beep" (Single beep)	Handset registration or programming command successfully completed.
	"Beeeeeeeeeep" (1 long beep)	Error tone (current operation has been unsuccessful; try again).

Indicator lights

ON/OFF LINE 1/2
On: Mailbox turned on
Off: Mailbox turned off



MUTE
On when base microphone is muted.

HEADSET
On when headset is in use.

SPEAKERPHONE
On when speakerphone is in use.

SPARE BATTERY
Steady: Spare battery is charging
Flashing: AC power is off. Spare battery is in use.

MAILBOX LINE 1/2
Steady: Old messages
Flashing: New messages

LINE 1/2
Steady: Line in use
Slow flash: Line on hold
Quick flash: Line ringing

Appendix

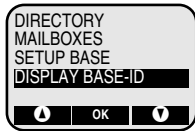
Adding new handsets

Your telephone can accommodate up to eight cordless handsets. You can add new handsets (AT&T model EP590-2 sold separately) at any time, but each must be registered with the base before use.

The handset provided with your EP5962 is automatically registered as Handset 1. Additional handsets will be assigned in the order they are registered (HANDSET 2, HANDSET 3, etc).

Before using a new handset, you must first register it with the base. During registration, you must enter the 15-digit ID number of the telephone base. To find this number, go to the base, select **MENU**, scroll down to **DISPLAY BASE ID**, then select **OK**.

Base: Select **MENU**, then highlight **DISPLAY BASE ID**



A new handset will display:



Enter base ID, then select **OK**



To add a new handset:

- Make sure your handset batteries are properly installed and charged.
- The handset will display **NO BASE SUBSCRIPTION** and **ENTER BASE ID** alternatively.
- Enter the 15-digit base ID, and then select **OK**.
- The handset will display **PLEASE WAIT!!** and then will search for the base.



NOTE: If the registration is successful, the handset will display the new handset number.



NOTE: If the incorrect registration ID is entered and **OK** is selected, the incorrect ID will be deleted and the handset will display **Enter Base ID**.



Handset 1



Handset 2



Handset 3



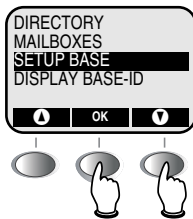
Appendix

Replacing a handset

If you are replacing a handset on a system that has the maximum number of registered handsets (8) or wish to change the assigned handset number of your registered handset, you must first deregister all handsets and then re-register all handsets.

i NOTE: Use this option with **EXTREME CAUTION**. It will make all handsets unusable until each one has been re-registered.

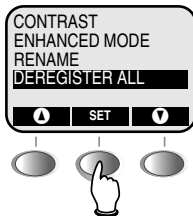
Base: Select **MENU**, then highlight **SETUP BASE**



To deregister all handsets:

- Select **MENU** on the base, scroll to **SETUP BASE**, then select **OK**.
- Scroll to **DEREGISTER ALL** and then select **SET**. The base will display **DO YOU WANT TO DEREGISTER ALL HANDSETS?**
- Select **YES**. All handsets are deregistered and are unusable until each has been re-registered (see page 43).

Select **SET**



Base will display:



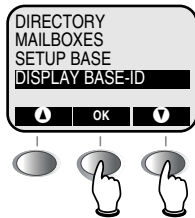
Appendix

Re-Registering a handset

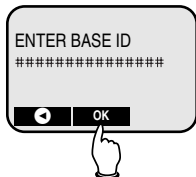
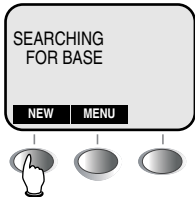
You can re-register handsets after deregistration from the base. Or you can re-register handsets to a new base unit if you have replaced your base unit for any reason.

During re-registration, you must enter the 15-digit ID number of the telephone base. To find this number, go to the base, select **MENU**, scroll down to **DISPLAY BASE ID**, then select **OK**.

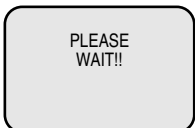
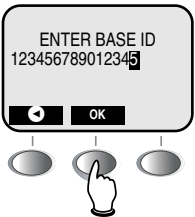
Base: Select **MENU**, then highlight **DISPLAY BASE ID**



Handset: Select **NEW**



Enter base ID, then select **OK**



To re-register a handset:

- Make sure your handset batteries are properly installed and charged.
- Your handset will display **SEARCHING FOR BASE**.
- Select **NEW** on the handset. The handset will display **ENTER BASE ID**.
- Enter the 15-digit base ID, and then select **OK**.
- The handset will display **PLEASE WAIT!!** and then will search for the base.

NOTE: If the registration is successful, the handset will display the new handset number.

NOTE: If the incorrect registration ID is entered and **OK** is selected, the incorrect ID will be deleted and the handset will display **Enter Base ID**.

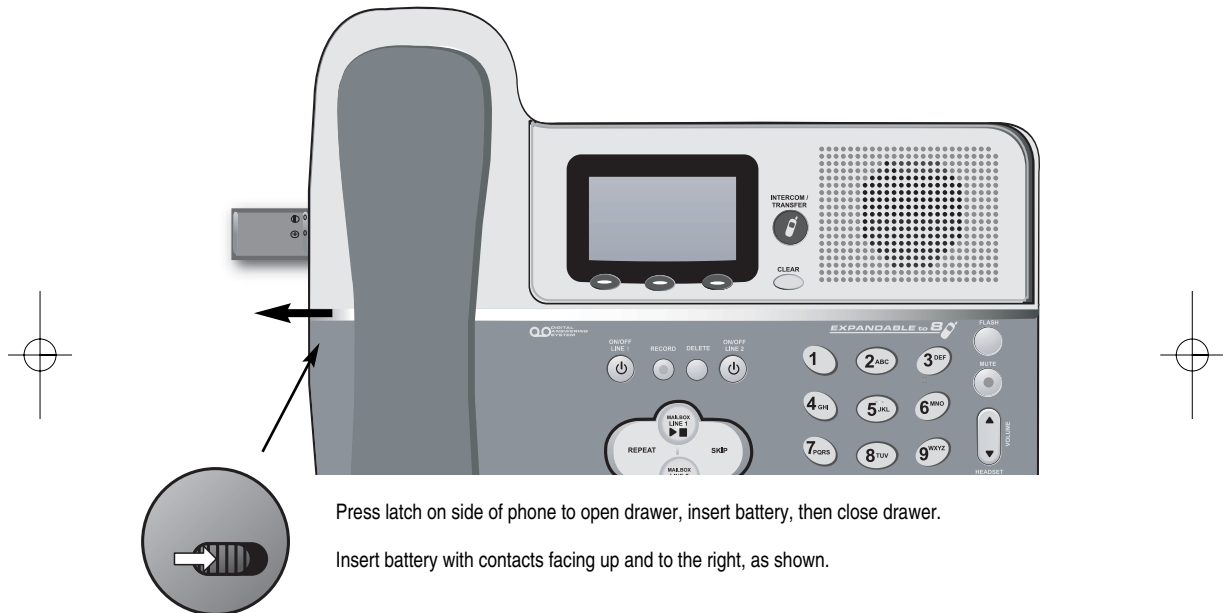
Appendix

Charging a spare battery

An optional spare battery (AT&T model 103, sold separately) can be kept charged in the base for quick replacement when a handset battery becomes depleted and for power failure operation.

A spare battery requires at least 24 hours to reach full charge.

⚠ Caution: Only the rechargeable handset battery (AT&T model 102) or optional replacement battery (AT&T model 103) can be charged in the base.



Power failure operation

In the event of a power failure, a fully charged spare battery in the base will allow you to make and receive calls on the base as well as the system's cordless handset(s) for 30 to 60 minutes, depending on usage.

In power failure mode, the **SPARE BATTERY** indicator on the base will flash. You will see **CHECK AC POWER** in the display and a **P** will appear in the upper left corner of the display.

i NOTE: In power failure mode, the base speakerphone volume will be at the lowest level and cannot be adjusted. Also, the base display does not light.

Appendix

In case of difficulty

If you have difficulty with your phone, please try the suggestions below. For Customer Service, visit our web site at www.telephones.att.com, or call 1-800-222-3111.

Telephone does not work at all

- Make sure the battery is installed and charged correctly (see page 8).
- Make sure the AC adapter is plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the base unit and the modular jack.
- If these suggestions do not work, unplug the base, remove and re-insert the battery, then place the handset in the charger to re-initialize.

Phone does not ring

- Make sure the ringer is on (see pages 18-19).
- Make sure the telephone line cord and AC adapter are plugged in properly (see pages 6-7).
- Move the handset closer to the base.
- You might have too many extension phones on your telephone line to allow all of them to ring. Try unplugging some of them.

If you hear noise or interference during a call

- You may be out of range. Move closer to the base.
- Appliances plugged into the same circuit as the base can cause interference. Try moving the appliance or base to another outlet.
- The layout of your home or office might be limiting the operating range. Try moving the base to another location, preferably on an upper floor.
- Disconnect the base from the modular jack and plug in a corded telephone. If calls are still not clear, the problem is probably in your wiring or local service. Call your local telephone service company.
- Do you have DSL service? If so, you need to have a DSL filter installed at every phone jack that has a phone connected to it. Contact your DSL service provider for filter information.
- Do you have a wireless router or a computer with a wireless LAN card? If so, place the corded base unit and the cordless handset at least 3 feet away from your wireless router, computer, or cordless remote charger to avoid interference.

Buttons don't work

- If the cordless handset buttons don't work, try placing the handset in the charger for at least 15 seconds.
- If the corded base buttons don't work, try unplugging the AC adapter and then plug it back in again.

Appendix

In case of difficulty

Incomplete messages

- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after 4 minutes.
- If the caller pauses for more than 7 seconds, the system stops recording and disconnects the call.
- If the caller's voice is very soft, the system may stop recording and disconnect the call.
- If the system's memory becomes full during a message, the system stops recording and disconnects the call.

Difficulty hearing messages


- Press **VOLUME** to increase speaker volume.

System does not answer after correct number of rings

- Make sure that the answering system is on.
- If Toll Saver is activated, the number of rings changes to two when you have new messages (see page 33).
- In some cases, the system may be affected by the ringing system used by the local telephone company.
- If the memory is full or the system is off, the system will answer after 10 rings.

System does not respond to remote commands

- Be sure to enter your Remote Access Code correctly (see pages 36-37).
- Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.
- The answering system may not detect the Remote Access Code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- There may be noise or interference on the phone line you are using. Press dial-pad buttons firmly.

 **NOTE:** The security number you enter will be applied to both mailboxes.

Announcement message is not clear

- When you record your announcement, make sure you speak in a normal tone of voice, about 9 inches from the base.
- Make sure there is no "background" noise (TV, music, etc.) while you are recording.
- You can record your announcement from the cordless handset if announcement is not clear.

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*Appendix***Technical specifications**


RF Frequency Band	5744 MHz — 5825 MHz
Channels	95
Channel Spacing	864 KHz
Sensitivity	-93 dBm
Base Unit Voltage (AC Voltage, 60Hz)	96 — 144 Vrms
Base Unit Voltage (AC Adapter Output)	8 Vdc
Handset Voltage	2-3 Vdc
Charger Voltage(AC Adapter Output)	8 Vdc

Appendix

Remote access wallet card

Use the wallet card below to help you remember commands to control your answering system from any touch tone telephone.

Cut along dotted line



Call your phone number, then enter your 4-digit access code (preset to 5000).

NOTE: Messages are played back in order from newest to oldest.

Action	Remote Command
Voice help menu	5
Play messages	1 + mailbox (all) 2 + mailbox (new)
Repeat message	4
Skip message	6
Stop	#
Save messages	Hang up
Delete message	3
Delete all messages	3 + mailbox number

NOTE: Use this command with caution. It will delete both new and old messages. It is suggested that you use this command only after playback of all messages.

Review announcement	7 + mailbox number
Record announcement	8 + mailbox number
	5 to stop
Change answer mode	9 + mailbox number
End remote access call	* (or hang up)
Turn mailbox off	0 + mailbox number
Turn mailbox on	If off, system answers after 10 rings. Enter access code, then press 0 + mailbox number

5.8 GHz 2-Line Telephone/Answering System EP5962

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