

Call block settings

Screening announcements

If you have set to screen calls without numbers and/or screen uncategorized calls, the callers of one or all of the following incoming call categories will hear a screening announcement.

- ▶ Calls that are “out of area” or with numbers set to “Private”.
- ▶ Calls with numbers that are not in your directory, allow list, or block list, or with absent caller ID number.
- ▶ Calls with caller ID names that are not in your star name list.

The telephone has two screening options, and each option has its default screening announcements.

Screening with caller name - *“Hello. Calls to this number are being screened by Smart call blocker. Please say your name after the tone, then press pound.”*

-OR-

Screening without caller name - *“Hello. Calls to this number are being screened by Smart call blocker. If you’re a family member, friend or invited caller, please press pound to be connected. If you’re a solicitor, please hang up now.”*

You can use these announcements, or record your own name to replace “this number” in both announcements.

Play your current announcement of screening with caller name:

Using a cordless handset or the telephone base:

1. Press **CALL BLOCK** when it is not in use.
-OR-
Press **MENU** to enter the main menu when the it is not in use. Press **▼CID** or **▲DIR** to scroll to **Smart call blk**, then press **SELECT**.
2. Press **▼CID** or **▲DIR** to scroll to **Screening annnc**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to **Play annnc**, then press **SELECT**.
4. Press **SELECT** again to select **w/ Caller name**.



Call block settings

Play your current announcement of screening without caller name:

Using a cordless handset or the telephone base:

1. Press **CALL BLOCK** when it is not in use.
-OR-
Press **MENU** to enter the main menu when it is not in use.
Press **▼CID** or **▲DIR** to scroll to **Smart call blk**, then press **SELECT**.
2. Press **▼CID** or **▲DIR** to scroll to **Screening annnc**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to **Play annnc**, then press **SELECT**.
4. Press **▼CID** or **▲DIR** to scroll to **w/o Caller name**, then press **SELECT**.



Record your name for all screening announcements:

Using a cordless handset or the telephone base:

1. Press **CALL BLOCK** when it is not in use.
-OR-
Press **MENU** to enter the main menu when it is not in use. Press **▼CID** or **▲DIR** to scroll to **Smart call blk**, then press **SELECT**.
2. Press **▼CID** or **▲DIR** to scroll to **Screening annnc**, then press **SELECT**.
3. Press **SELECT** to select **Rec your name**. The system announces, *“Record after the tone. Press stop when you are done.”*
4. Speak towards it to record your name. Press **STOP** to end recording.
To listen to the announcement with your recorded name again, scroll to **Play annnc** and press **SELECT**.

Call block settings

Reset all your screening announcements:

Using a cordless handset or the telephone base:

1. Press **CALL BLOCK** when it is not in use.
-OR-
Press **MENU** to enter the main menu when it is not in use.
Press **▼CID** or **▲DIR** to scroll to **Smart call blk**, then press **SELECT**.
2. Press **▼CID** or **▲DIR** to scroll to **Screening annnc**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to **Reset annnc**, then press **SELECT**. The screen shows **Reset to default annnc?**. Press **YES** to confirm. The screen shows **Annnc. reset to default** before returning to the previous menu.
-OR-
While an announcement is playing, press **MUTE/DELETE** on the handset, or press **X/DELETE** on the telephone base.
The screen shows **Annnc. Deleted** before returning to the previous menu.



Your name will be deleted from all the screening announcements, and the telephone will use the default screening announcements described on page 160.

Call block settings

Voice guide to set Smart call blocker

This feature is an easy and alternative way for you to do the basic setup of Smart call blocker. You can follow the voice guide to set your telephone system to allow or to screen all incoming calls, or to screen calls that do not display a phone number.

This feature is only available in the telephone base.

1. Press **CALL BLOCK** on the telephone base when it is not in use.

-OR-

Press **MENU** to enter the main menu when it is not in use. Press **▼CID** or **▲DIR** to scroll to **Smart call blk**, then press **SELECT**.

2. Press **▼CID** or **▲DIR** to scroll to **Voice guide**, then press **SELECT**.
3. You hear a voice prompt *"Hello! This voice guide will assist you with the basic setup of Smart call blocker..."*
4. Set up your Smart call blocker feature by inputting the designated numbers, as instructed in the voice guide.
 - ▶ Press **1** if you want to screen calls with telephone numbers that are not saved in your directory, allow list or star name list;
 - ▶ Press **2** if you only want to screen calls that do not display a phone number; or
 - ▶ Press **3** if you do not want to screen calls, and want to allow all incoming calls to get through.



Notes:

- ▶ You can press **CANCEL** to quit the voice guide at any time.
- ▶ After a power outage, the system prompts you to set the date and time. After the date and time setting is done or skipped, the system will prompt if you want to set up Smart call blocker via voice guide. Press **YES** to start the setup.

Allowed calls

If Smart call blocker is on, the following types of incoming calls can get through to you and ring on your telephone system:

- ▶ Calls with numbers saved in your allow list.
- ▶ Calls with numbers saved in your directory, but not in your block list.
- ▶ Calls with caller ID names saved in your star name list.



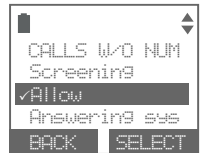
Note: When Smart call blocker is off, all incoming calls will ring on your telephone system, including calls with numbers saved in the block list.



Allow calls without numbers

If Smart call blocker is on, and you have set to allow calls without numbers, the following type of incoming calls will ring on your telephone system.

- ▶ Calls that are “out of area” or with numbers set to “Private”.



Allowed calls

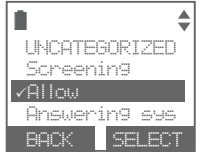
Allow uncategorized calls

If Smart call blocker is on, and you have set to allow uncategorized calls, the following type of incoming calls will ring on your telephone system.

- ▶ Calls with numbers that are not in your directory, allow list or block list, or with absent caller ID number.
- ▶ Calls with caller ID names that are not in your star name list.



Note: If you have set to allow all uncategorized calls, the caller's number will not be saved to the allow list. If you want to save the caller's number to your allow list or block list, you can retrieve the number from caller ID log and save it to the allow list or block list. See **Save a caller ID log entry to the block list** on page 115 and **Save a caller ID log entry to the star name list** on page 123.



Blocked calls

If Smart call blocker is on, incoming calls with numbers saved in your block list will not ring. The telephone plays the block announcement “Calls to this number are being screened by Smart call blocker. The number you are calling is not accepting your call. Please hang up.” to the caller, and the call will be terminated.



Note: If Smart call blocker is off, incoming calls with numbers saved in your block list will ring on your telephone system.



Block calls without numbers

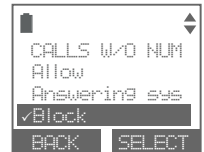
If Smart call blocker is on, and you have set to block calls without numbers, the following type of incoming calls will not ring, and the calls will be terminated.

- Calls that are “out of area” or with numbers set to “Private”.

The telephone plays the block announcement “Calls to this number are being screened by Smart call blocker. The number you are calling is not accepting your call. Please hang up.” to the caller.



Note: The telephone can respond to remote access code while it is playing the block announcement. This allows you to access your answering system from an unknown number remotely. See **Remote access** on page 159.



Block uncategorized calls

If Smart call blocker is on, and you have set to block uncategorized calls, the following type of incoming calls will not ring, and the calls will be terminated.

- ▶ Calls with numbers which are not in your directory, allow list or block list, or with absent caller ID number.
- ▶ Calls with caller ID names that are not in your star name list.

The telephone plays the block announcement “*Calls to this number are being screened by Smart call blocker. The number you are calling is not accepting your call. Please hang up.*” to the caller.



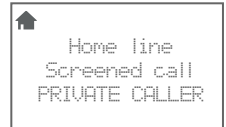
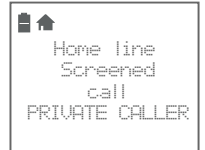
Notes:

- ▶ If you have set to block all uncategorized calls, the caller's numbers will not be saved to the block list. If you want to save the caller's number to your allow list or block list, you can retrieve the number from caller ID log and save it to the allow list or block list. See **Save a caller ID log entry to the block list** on page 115 and **Save a caller ID log entry to the allow list** on page 119.
- ▶ The telephone can respond to remote access code while it is playing the block announcement. This allows you to access your answering system from an unknown number remotely. See **Remote access** on page 159.

Screen calls without numbers

If Smart call blocker is on, and your telephone is set to screen calls without number, the telephone will not ring when receiving incoming calls that are “out of area“ or with numbers set to “Private”. It plays a screening announcement to the caller and asks the caller to respond before putting the call through to you.

The telephone has two screening options. You can set your Smart call blocker to screen these calls by asking the callers to record their names and then press the pound key (#). Alternatively, you can screen these calls by only asking the callers to press the pound key (#).



Screen calls without numbers and ask for caller names

When screening a call, the telephone announces to the caller, “*Hello. Calls to this number are being screened by Smart call blocker. Please say your name after the tone, then press pound.*” After the caller completes the request, the telephone announces to the caller “*Please wait a moment while your call is connected.*”. The telephone starts ringing and announces the caller’s name. The telephone screen displays **Screened call** and you can pick up the call. The telephone will then ask whether you want to answer or reject the call, or to forward the call to the answering system.

Screen calls without numbers and do not ask for caller names

When screening a call, the telephone announces to the caller, “*Hello. Calls to this number are being screened by Smart call blocker. If you’re a family member, friend or invited caller, please press pound to be connected. If you’re a solicitor, please hang up now.*” After the caller presses the pound key (#), the telephone announces to the caller “*Please wait a moment while your call is connected.*”. The telephone starts ringing, and you can answer the call. This option is suitable for you to filter calls that uses autodialers to deliver pre-recorded messages, for example, robocalls and telemarketing calls.



Notes:

- ▶ The telephone announces to the caller with “*Hello. Calls to this number are being screened by Smart call blocker...*” If you have recorded your name in the screening announcements, your recorded name will replace “*this number*” in the announcements. See **Screening announcements** on page 160.

Screen calls without numbers

- ▶ If the caller hangs up before the call is screened, or without leaving his/her name while the call is being screened, the call will be logged as missed call in the caller ID log.
- ▶ While a call is being screened, you can press **ANSWER**, **HOME/FLASH**, **CELL 1** (📞), **CELL 2** (📞) or **📞/SPEAKER** to stop screening and answer the call.
- ▶ After the telephone screened a call, and is ringing and announcing the caller's name, you can press **OFF/CANCEL** or **MUTE** to silence the ringer, or press **CALL BLOCK** to reject the call directly.
- ▶ After you picked up a screened call and the telephone is announcing the screening options, you can press **OFF/CANCEL** to hang up the call.
- ▶ If you receive a call waiting call without number while on a call, Smart call blocker will not screen the new call. You can press **HOME/FLASH**, **CELL 1** (📞), **CELL 2** (📞) or **📞/SPEAKER** to take the new call.
- ▶ Robocalls are unable to respond to the screening announcement, and therefore, will not get through and ring. If you want to allow some robocalls to get through, save their names in the star name list. See page 122.
- ▶ The telephone can respond to remote access code while it is playing the screening announcement. This allows you to access your answering system from an unknown number remotely. See **Remote access** on page 159.

Answer call once

1. When the telephone starts ringing, and the screen displays **Screened call**:

- ▶ On the handset, press **HOME/FLASH**, **CELL 1** (📞), **CELL 2** (📞), or **📞/SPEAKER** to pick up the call.

-OR-

- ▶ On the telephone base, press **HOME**, **CELL 1** or **CELL 2** to pick up the call.

If you have turned on the caller ID announce feature, the telephone announces “*Call from...*” and the caller's name. After you picked up the call, the telephone announces “*To answer the call, press 1. To send this call to the answering system, press 4. To repeat these options, press *.*”

2. Press **1** to answer the call. The telephone number will not be added to your allow list.



Notes:

- ▶ To turn on or off caller ID announce, see page 42.
- ▶ When the telephone is ringing, you can press **MUTE** to mute the ringer temporarily.

Screen calls without numbers

Send call to answering system

1. When the telephone starts ringing, and the screen displays **Screened call:**
 - ▶ On the handset, press **HOME/FLASH, CELL 1** (📞), **CELL 2** (📞), or **SPEAKER** (🔊) to pick up the call.

-OR-

 - ▶ On the telephone base, press **HOME, CELL 1** or **CELL 2** to pick up the call.

If you have turned on the caller ID announce feature, the telephone announces “*Call from...*” and the caller’s name. After you picked up the call, the telephone announces “*To answer the call, press 1. To send this call to the answering system, press 4. To repeat these options, press **”.
2. Press **4** to send the caller to the answering system.



Notes:

- ▶ To turn on or off caller ID announce, see page 42.
- ▶ When the telephone is ringing, you can press **MUTE** to mute the ringer temporarily.
- ▶ The caller is sent to the answering system and can leave a message even if the answering system is off.

End call

1. When the telephone starts ringing, and the screen displays **Screened call:**
 - ▶ On the handset, press **HOME/FLASH, CELL 1** (📞), **CELL 2** (📞), or **SPEAKER** (🔊) to pick up the call.

-OR-

 - ▶ On the telephone base, press **HOME, CELL 1** or **CELL 2** to pick up the call.

If you have turned on the caller ID announce feature, the telephone announces “*Call from...*” and the caller’s name. After you picked up the call, the telephone announces “*To answer the call, press 1. To send this call to the answering system, press 4. To repeat these options, press **”.
2. If you do not want to take the call, press **OFF/CANCEL** to end the call.

Screen uncategorized calls

If Smart call blocker is on, and your telephone is set to screen uncategorized calls, the telephone will not ring when receiving the following incoming calls:

- ▶ Incoming calls with absent caller ID numbers;
- ▶ Incoming calls with numbers that are not in your directory, allow list, nor block list; or
- ▶ Incoming calls with names that are not in your star name list.

The telephone plays a screening announcement to the caller and asks the caller to respond before putting the call through to you. There are two screening options. You can set your Smart call blocker to screen these calls by asking the callers to record their names and then press the pound key (#). Alternatively, you can screen these calls by only asking the callers to press the pound key (#).

Screen uncategorized calls and ask for caller names

When screening a call, the telephone announces to the caller, *“Hello. Calls to this number are being screened by Smart call blocker. Please say your name after the tone, then press pound.”* After the caller completes the request, the telephone announces to the caller *“Please wait a moment while your call is connected.”* The telephone starts ringing and announces the caller’s name. The telephone screen displays **Screened call** and you can pick up the call. The telephone will then ask whether you want to answer or reject the call, or to forward the call to the answering system.

Screen uncategorized calls without asking for caller names

When screening a call, the telephone announces to the caller, *“Hello. Calls to this number are being screened by Smart call blocker. If you’re a family member, friend or invited caller, please press pound to be connected. If you’re a solicitor, please hang up now.”* After the caller presses the pound key (#), the telephone announces to the caller *“Please wait a moment while your call is connected.”* The telephone starts ringing, and you can pick up the call. This option is suitable for you to filter calls that uses autodialers to deliver pre-recorded messages, for example, robocalls and telemarketing calls.



Screen uncategorized calls



Notes:

- ▶ You can set Smart call blocker to screen and filter all uncategorized calls from numbers or names that are not saved in your directory, allow list, block list, or star name list. You can easily add incoming phone numbers to your allow list and block list. This allows you to build up your lists of allowed and blocked numbers, and Smart call blocker will know how to deal with these calls when they come in again.
- ▶ The telephone announces to the caller with *"Hello. Calls to this number are being screened by Smart call blocker..."* If you have recorded your name in the screening announcements, your recorded name will replace *"this number"* in the announcements. See **Screening announcements** on page 160.
- ▶ If the caller hangs up before the call is screened, or without leaving his/her name while the call is being screened, the call will be logged as missed call in the caller ID log.
- ▶ While a call is being screened, you can press **ANSWER**, **HOME/FLASH**, **CELL 1** (📶), **CELL 2** (📶) or **🔊/SPEAKER** to stop screening and answer the call.
- ▶ After the telephone screened a call, and is ringing and announcing the caller's name, you can press **🔇 OFF/CANCEL** or **MUTE** to silence the ringer, or press **CALL BLOCK** to reject the call directly. The caller's number will be added to the block list.
- ▶ After you picked up a screened call and the telephone is announcing the screening options, you can press **🔇 OFF/CANCEL** to hang up the call. The caller's number will not be saved to the block list.
- ▶ If the Smart call blocker feature is on and in screening mode, and you receive a call waiting call:
 - ▶ - If you have already picked up a screened call, the telephone checks whether the call waiting call's number can be found in the directory, block list or allow list. It also checks whether the caller name is in the star name list. After that, the telephone displays the caller ID information or **Blocked call** accordingly. You can press **HOME/FLASH**, **CELL 1** (📶), **CELL 2** (📶) or **🔊/SPEAKER** to take the new call.
 - ▶ - If the telephone is screening a call, the call waiting call will be ignored and logged as missed call in the caller ID log.
- ▶ Robocalls are unable to respond to the screening announcement, and therefore, will not get through and ring. If you want to allow some robocalls to get through, save their names in the star name list. See page 122.
- ▶ The telephone can respond to remote access code while it is playing the screening announcement. This allows you to access your answering system from an unknown number remotely. See **Remote access** on page 159.

Screen uncategorized calls

Allow call once

1. When the telephone starts ringing, and the screen displays **Screened call**:

- ▶ On the handset, press **HOME/FLASH, CELL 1** (📶), **CELL 2** (📶), or **🔊/SPEAKER** to pick up the call.

-OR-

- ▶ On the telephone base, press **HOME, CELL 1** or **CELL 2** to pick up the call.

If you have turned on the caller ID announce feature, the telephone announces “*Call from...*” and the caller’s name. After you picked up the call, the telephone announces “*To answer the call, press 1. To answer and always allow this number, press 2. To block this number, press 3. To send this call to the answering system, press 4. To repeat these options, press *.*”

2. Press **1** to answer the call. The telephone number will not be added to your allow list.



Notes:

- ▶ To turn on or off caller ID announce, see page 42.
- ▶ When the telephone is ringing, you can press **MUTE** to mute the ringer temporarily.

Always allow

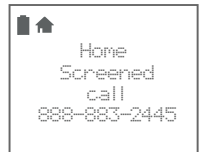
1. When the telephone starts ringing, and the screen displays **Screened call**:

- ▶ On the handset, press **HOME/FLASH, CELL 1** (📶), **CELL 2** (📶), or **🔊/SPEAKER** to pick up the call.

-OR-

- ▶ On the telephone base, press **HOME, CELL 1** or **CELL 2** to pick up the call.

If you have turned on the caller ID announce feature, the telephone announces “*Call from...*” and the caller’s name. After you picked up the call, the telephone announces “*To answer the call, press 1. To answer and always allow this number, press 2. To block this number, press 3. To send this call to the answering system, press 4. To repeat these options, press *.*”



2. Press **2** to answer the call. The telephone number will be added to your allow list.



Notes:

- ▶ To turn on or off caller ID announce, see page 42.
- ▶ When the telephone is ringing, you can press **MUTE** to mute the ringer temporarily.

Screen uncategorized calls

Block call

1. When the telephone starts ringing, and the screen displays **Screened call:**

- On the handset, press **HOME/FLASH, CELL 1** (📞), **CELL 2** (📞), or **🔊/SPEAKER** to pick up the call.



-OR-

- On the telephone base, press **HOME, CELL 1** or **CELL 2** to pick up the call.



If you have turned on the caller ID announce feature, the telephone announces “*Call from...*” and the caller’s name. After you picked up the call, the telephone announces “*To answer the call, press 1. To answer and always allow this number, press 2. To block this number, press 3. To send this call to the answering system, press 4. To repeat these options, press *.*”

2. Press **3** or **CALL BLOCK** to block the call. The telephone plays the block announcement “*The number you are calling is not accepting your call. Please hang up.*” to the caller. The telephone number will be added to your block list.



Notes:

- To turn on or off caller ID announce, see page 42.
- When the telephone is ringing, you can press **MUTE** to mute the ringer temporarily.

Send call to answering system

1. When the telephone starts ringing, and the screen displays **Screened call:**

- On the handset, press **HOME/FLASH, CELL 1** (📞), **CELL 2** (📞), or **🔊/SPEAKER** to pick up the call.

-OR-

- On the telephone base, press **HOME, CELL 1** or **CELL 2** to pick up the call.

If you have turned on the caller ID announce feature, the telephone announces “*Call from...*” and the caller’s name. After you picked up the call, the telephone announces “*To answer the call, press 1. To answer and always allow this number, press 2. To block this number, press 3. To send this call to the answering system, press 4. To repeat these options, press *.*”

2. Press **4** to forward the call to the answering system.



Note: The call is forwarded to the answering system and the caller can leave a message even if the answering system is off.

Option while on a call

When you are on a call and speaking to the caller, and you do not want to continue the call, you can press **CALL BLOCK** to end the call. The telephone plays the block announcement “*The number you are calling is not accepting your call. Please hang up.*” to the caller, and the call will be terminated. The caller’s number, if available, will be added to your block list.

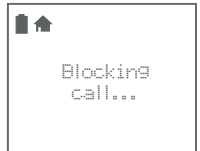
Using a cordless handset or the telephone base:

- ▶ Press **CALL BLOCK**. The screen displays **Block and end?** and the caller’s number, if available. Press **YES** to end the call.



Notes:

- ▶ The caller’s number, if available, will be saved to the block list. The screen displays **Added to block list** after pressing **YES**. If caller’s number is not available, the screen displays **No number to block.**
- ▶ You can press **CALL BLOCK** to end the call even if Smart call blocker is turned off.



Answering system settings

Use the answering system menu of a system handset or the telephone base to set up the announcement message, turn on or off the answering system or message alert tone, activate call screening, or change the number of rings, remote access code or message recording time.

If you turn off the answering system and you change any setting in the answering system setup menu, the answering system automatically turns on again.

Announcement

Your outgoing announcement plays when calls are answered by the answering system.

The telephone has a default outgoing announcement, *“Hello, please leave a message after the tone.”* You can use this announcement, or record your own.

You can record an announcement up to 90 seconds. The system does not record any announcement shorter than two seconds.

To play your current outgoing announcement:

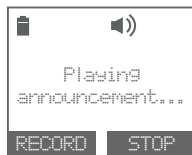
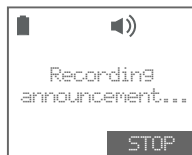
1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **SELECT** again to select **Announcement**.
4. Press **▼CID** or **▲DIR** to highlight **Play annc**, then press **SELECT**.



Answering system settings

To record a new outgoing announcement:

1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to scroll to **Answering sys**, then press **SELECT**.
3. Press **SELECT** to select **Announcement**.
4. Press **SELECT** again to select **Record annnc**. The system announces, *“Record after the tone. Press STOP when you are done.”*
5. After the tone, speak towards the microphone of the handset or the telephone base. Press **STOP** to end recording.
6. The newly recorded announcement automatically plays. Press **STOP** to stop the playback at any time, or **RECORD** to record again, if desired.



To listen to the recorded announcement again, wait after playback has completed, then scroll to **Play annnc** and press **SELECT**.



Notes:

- ▶ Your announcement can be up to 90 seconds in length.
- ▶ Announcements shorter than two seconds are not recorded.

To delete or reset your outgoing announcement:

1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to scroll to **Answering sys**, then press **SELECT**.
3. Press **SELECT** again to select **Announcement**.
4. Press **▼CID** or **▲DIR** to scroll to **Reset annnc** and press **SELECT**. The screen prompts **Reset to default annnc?**. Press **YES** to confirm. The system announces, *“Announcement deleted.”* and the screen shows **Annnc. reset to default** before returning to the previous menu.

-OR-

Press **▼CID** or **▲DIR** to scroll to **Play annnc** and play the announcement. While the announcement is playing, press **MUTE/DELETE** on a handset or **X/DELETE** on the telephone base to reset the announcement. The system announces *“Announcement deleted.”* and the screen shows **Annnc. Deleted** before returning to the previous menu.

When your announcement is reset, the system answers calls with the default announcement, as described on page 141. You cannot delete the default announcement.

Answering system settings

Answer on/off

If you turn the answering system on, it answers calls and records messages only on the home line. If your paired cell phone has voicemail, callers can leave messages with that voicemail service.

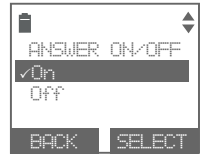
If your answering system is turned off and you change any of its settings, the answering system automatically turns on again.

When the answering system is turned on, the **ANS ON/OFF** light on the telephone base is on. Both the handsets and telephone display **ANS ON**.

To turn the answering system on or off:

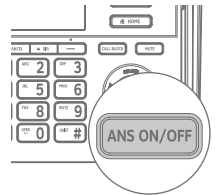
Using a handset:

1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Answer ON/OFF**, then press **SELECT**.
4. Press **▼CID** or **▲DIR** to highlight **On** or **Off**, then press **SELECT** to save. You hear a confirmation tone.



Using the telephone base:

- ▶ Press **ANS ON/OFF** to turn the answering system on or off. When the answering system is turned on, it announces, *"Calls will be answered."* When the answering system is turned off, it announces, *"Calls will not be answered."*



-OR-

1. Press **MENU** in idle mode.
2. Press **SELECT** to select **Answering sys**.
3. Press **▼CID** or **▲DIR** to highlight **Answer ON/OFF**, then press **SELECT**.
4. Press **▼CID** or **▲DIR** to highlight **On** or **Off**, then press **SELECT** to save. You hear a confirmation tone.



Note: If the answering system is off and there is an incoming call, the system answers after ten rings and announces, *"Please enter your remote access code."* For more information about remote access, see pages 159-160.

Answering system settings

Voice guide to set up answering system

This feature is an alternative way for you to do the basic setup of the answering system. You can follow the voice guide to record your own announcement, set the number of rings, and set the message alert tone.

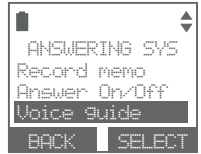
To use the voice guide feature:

1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Voice guide**, then press **SELECT**. You hear a voice prompt, "This voice guide will assist you with the basic setup of your answering system."
4. Set up your answering system by inputting designated numbers, as instructed in the voice guide.



Notes:

- ▶ You can press **OFF/CANCEL** on the handset or press **CANCEL** on the telephone base to quit the voice guide at any time.
- ▶ If the system does not receive any input, it will play an alert message. If there is still no input, it will announce "Sorry, I still have not received any input. If you want to restart the voice guide, please enter the menu and select Voice guide under Answering system. Good bye."
- ▶ After a power outage, the system prompts you to set the date and time, and Smart call blocker. After these settings are done or skipped, the system then prompts if you want to set up the answering system via voice guide. Press **YES** to start the setup.



Answering system settings

Call screening

Use this feature to choose whether incoming messages can be heard over the speaker when they are being recorded. If you turn call screening on, you hear the incoming message. While monitoring an incoming message, you can answer the call by pressing **HOME/FLASH** or **)/SPEAKER** on the handset, or **HOME** on the telephone base.

To turn on or off the call screening feature:

1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Ans sys setup**, then press **SELECT** twice to select **Call screening**.
4. Press **▼CID** or **▲DIR** to choose between **On** and **Off**, then press **SELECT** to save. You hear a confirmation tone.



Note: For more information on call screening, see page 152.



Answering system settings

Number of rings

You can set the answering system to answer an incoming call after two, three, four, five, or six rings. You can also select toll saver, which is explained below. By default, the answering system answers an incoming call after four rings.

To set the number of rings:

1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Ans sys setup**, then press **SELECT**.
4. Press **▼CID** or **▲DIR** to highlight **# of rings**, then press **SELECT**.
5. Press **▼CID** or **▲DIR** to choose from **6, 5, 4, 3, 2** or **Toll saver**.
 - Toll saver - the answering system answers a call after two rings when you have new messages, or after four rings when there are no new messages. This feature allows you to check for new messages and avoid paying long distance charges when calling from out of your local area.
6. Press **SELECT** to save. You hear a confirmation tone.



Notes:

- If you set the number of rings for the answering system as 2 or 3 rings, the caller ID announce feature may not have enough time to announce the caller's full information.
- If Smart call blocker is on, the first ring of all calls will be muted.

Answering system settings

Remote access code

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

To change the remote access code:

1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Ans sys setup**, then press **SELECT**.
4. Press **▼CID** or **▲DIR** to highlight **Remote code**, then press **SELECT**.
5. Use the dialing keys to enter a two-digit number.
Press **MUTE/DELETE** on the handset or **X/DELETE** on the telephone base to erase a digit.
6. Press **SAVE** to confirm. You hear a confirmation tone.



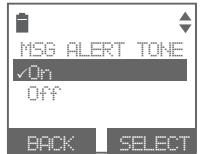
Answering system settings

Message alert tone

When the message alert tone is set to **On**, and there is at least one new message, the telephone base beeps every 10 seconds. The tone stops when all new messages have been reviewed. By default, the message alert tone is **Off**.

To turn on or off the message alert tone:

1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Ans sys setup**, then press **SELECT**.
4. Press **▼CID** or **▲DIR** to highlight **Msg alert tone**, then press **SELECT**.
5. Press **▼CID** or **▲DIR** to choose **On** or **Off**, then press **SELECT**.
You hear a confirmation tone.



Notes:

- ▶ To temporarily turn off the message alert tone, see page 153.
- ▶ The message alert tone beeps only if all the following conditions are met.
 - Answering system is on.
 - Message alert tone setting is on.
 - There are new messages.

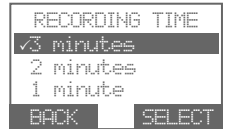
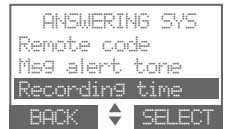
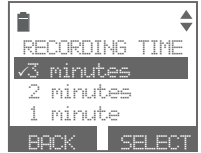
Answering system settings

Message recording time

You can set the recording time limit for each incoming message. The default setting is three minutes.

To set the message recording time:

1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Ans sys setup**, then press **SELECT**.
4. Press **▼CID** or **▲DIR** to highlight **Recording time**, then press **SELECT**.
5. Press **▼CID** or **▲DIR** to choose **3 minutes**, **2 minutes**, or **1 minute**, then press **SELECT**. You hear a confirmation tone.



About the answering system

Answering system and voicemail

Your telephone has separate indicators for two different types of voice messages: those recorded on its built-in digital answering system and those recorded in your telephone service provider's voicemail (fees may apply). Your telephone's built-in digital answering system messages and voicemail messages are separate. Each alerts you to new messages differently.

- If **QO** and **XX New messages** display on the telephone base and handsets, there are new messages in the built-in answering system. To listen to messages recorded on your digital answering system, press **▶/■/PLAY/STOP** on the telephone base. To listen to messages with a handset, see **To listen to messages on a cordless handset** on page 154.
- If **✉** and **New voicemail** display on the handset and the telephone base, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, dial an access number provided by your telephone service provider, followed by a security code or PIN.

Some service providers bundle or combine multiple services like voicemail and call waiting, so you may not be aware that you have voicemail. To check what services you have and how to access them, contact your telephone service provider.

To use your voicemail service rather than the answering system, turn off the answering system. To use the answering system rather than your voicemail service, contact your telephone service provider to deactivate the voicemail service.

Use the answering system and voicemail together

You can also use the telephone answering system and voicemail together by setting your built-in answering system to answer before voicemail answers, as described below. To learn how to program your voicemail settings, contact your telephone service provider. Then, if you are on a call, or if the answering system is busy recording a message and you receive another call, the second caller can leave a voicemail message.

Set the answering system to answer calls at least two rings earlier than your voicemail is set to answer. For example, if your voicemail answers after six rings, set the answering system to answer after four rings. Some voicemail providers may program the delay before answering calls in seconds instead of rings. In this case, allow six seconds per ring when determining the appropriate setting.

About the answering system

Message capacity

The answering system can record and store up to 99 messages. Each message can be up to 3 minutes in length depending on the message length set. The total storage capacity for the announcement, messages and memos is approximately 22 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

When there are new messages (including memos) on the answering system, the number of messages stored shows in the message counter.

If the answering system has less than three minutes of recording time left, it announces, *“Less than three minutes to record,”* before message playback at the handset or the telephone base. **Rec mem low** displays on the device screen in idle mode. When you turn on the answering system at the telephone base, it announces, *“Calls will be answered. Less than three minutes to record.”*

If the memory is full, the answering system announces, *“Memory is full,”* before message playback. The device screen displays **Rec mem full** in idle mode. Once the memory is full, you cannot turn the answering system back on if it has been turned off, nor can you record new messages until old ones have been deleted. **Memory full** displays if you want to turn on the answering system on the handset but there is no memory.

Voice prompts

The system provides voice prompts to guide you through the setup procedures at the telephone base or handset, message playback, remote access and recording outgoing announcements.

About the answering system

Call screening

To screen calls at the telephone base:

If the answering system and call screening are on, the announcement and the incoming message broadcast at the telephone base when a call is answered by the answering system.

Options while a message is being recorded:

- ▶ Press **▼/VOLUME/▲** on the telephone base to adjust the call screening volume.
- ▶ Press **▶/■/PLAY/STOP** or **SILENCE** to temporarily silence the call screening.
- ▶ Press **▶/■/PLAY/STOP** or **SCREEN** to temporarily turn on the call screening if call screening is set to off.
- ▶ Press **HOME** to answer the call.

To screen calls at the cordless handset:

If the answering system is on and your answering system is recording a message, press **SCREEN** to screen the call on your handset and the handset displays the caller ID information. If you do not subscribe to caller ID service, the handset shows **Home Incoming call**.

Options while a message is being recorded:

- ▶ Press **▼CID/VOLUME** or **▲DIR/VOLUME** on the handset to adjust the call screening volume.
- ▶ Press **OFF/CANCEL** or **SILENCE** to temporarily silence the call screening.
- ▶ Press **SCREEN** to temporarily turn on the call screening if call screening is set to off.
- ▶ Press **»)/SPEAKER** to broadcast the announcement and the incoming message through the speakerphone. Press again to turn off the speakerphone.

About the answering system

Call intercept

When a caller is leaving a message on your answering system, you can stop recording and talk to the caller by pressing **⬆️HOME/FLASH** or **🔊/SPEAKER** on the handset, or pressing **⬆️HOME** on the telephone base.

Temporarily turn off the message alert tone

If the message alert tone is turned on, the telephone base beeps every ten seconds when there are new messages. Pressing any telephone base key (except **🔍/FIND HS**) temporarily silences the message alert tone.

If you press **X/DELETE** when in idle mode to temporarily turn off the message alert tone, there is a voice prompt directing you to press **X/DELETE** again to delete all old messages. The message alert tone is temporarily off. Only press **X/DELETE** a second time if you wish to erase all old messages in your answering system.

The message alert tone resumes when you receive another message.

Message playback

On the telephone base, if you have new messages, the telephone plays only the new messages in chronological order. If there are no new messages, the telephone plays back all messages in chronological order.

On the handset, if you have both new and old messages, you can play either new or old messages. The caller ID information displays on the handset screen when you play messages and you can call back the caller.

When playback begins, the handset screen displays the message status, caller ID information, and time and date of the message recorded. You hear the total number of messages followed by the day and time of the message. After the last message, the telephone announces, “*End of messages.*” and the screen displays **End of messages**.

To listen to messages at the telephone base:

- ▶ Press **▶/■/PLAY/STOP** on the telephone base to listen to the messages. If you have either new or old messages, the messages play automatically.
 - ▶ If you have both new and old messages, press **▼CID** or **▲DIR** to select **Play new msgs** or **Play old msgs**, then press **SELECT** or **▶/■/PLAY/STOP**.

To listen to messages on a cordless handset:

1. Press **MENU** in idle mode.
2. Press **SELECT** to select **Play messages**. If you have either new or old messages, the messages play automatically.
 - ▶ If you have both new and old messages, press **▼CID** or **▲DIR** to select **Play new msgs** or **Play old msgs**, then press **SELECT**.

When the system is playing a message, the screen shows **[2]-Call info** and the caller's name or number. If the caller's information is unavailable, the handset shows **No caller info**.

The system announces the number of messages, then begins playback. The message sequence is shown on screen. If there are no recorded messages, the screen shows **No messages** and you hear, “*You have no messages.*”

Options during playback

When a message is playing, you can adjust the playback volume, skip, repeat, pause or delete the message.

When messages are playing on the telephone base:

- ▶ Press **▼/VOLUME/▲** to adjust the message playback volume.
- ▶ Press **▶/SKIP** or **SKIP** to skip to the next message.
- ▶ Press **◀/REPEAT** or **REPEAT** to repeat the message currently playing. Press **◀/REPEAT** or **REPEAT** twice to listen to the previous message.
- ▶ Press **X/DELETE** to delete the current message. The system advances to the next message.
- ▶ Press **2** to pause the playback and show the caller ID information.
 - ▶ Press **HOME** or **CALL** to use the home line, or press **CELL 1** or **CELL 2** to use the cell line to call back the caller. If necessary, press **#** (pound key) or **1** to show different dialing options.
 - ▶ Press **CANCEL** or **BACK** to restart the playback. If you do not call back within 10 seconds, message playback restarts.
- ▶ Press **HOME** or **CELL 1** or **CELL 2** to pause the message playback. The telephone base screen displays **Call back?** with the caller ID information. Press **CALL** to call back the caller, or **BACK** to restart the message playback. If the dialing format used is not correct, then use the option, as mentioned above, to choose the correct dialing format before calling back the caller.
- ▶ Press **▶/■/PLAY/STOP** or **CANCEL** to stop the playback.

Message playback

When messages are playing on a handset:

- ▶ Press **◀)/SPEAKER** to play the messages through the handset earpiece. Press **◀)/SPEAKER** again to return to playing messages through the speakerphone.
- ▶ Press **▼CID/VOLUME/▲DIR** to adjust the message playback volume.
- ▶ Press **SKIP** to skip to the next message.
- ▶ Press **REPEAT** to repeat the message currently playing. Press **REPEAT** twice to listen to the previous message.
- ▶ Press **MUTE/DELETE** to delete the current message.
- ▶ Press **2** to pause the playback and show the caller ID information.
 - ▶ Press **HOME/FLASH, CALL** or **◀)/SPEAKER** to use the home line, or press **CELL 1** or **CELL 2** to use the cell line to call back the caller. If necessary, press **#** (pound key) or **1** to show different dialing options.
 - ▶ Press **OFF/CANCEL** or **BACK** to restart the playback. If you do not call back within 10 seconds, message playback restarts.
- ▶ Press **HOME/FLASH, CELL 1** or **CELL 2** to pause the message playback. The handset displays **Call back?** with the caller ID information. Press **CALL** to call back the caller, or **BACK** to restart the message playback. If the dialing format used is not correct, then use the option, as mentioned above, to choose the correct dialing format before calling back the caller.
- ▶ Press **OFF/CANCEL** to stop the playback.



Notes:

- ▶ When the answering system has less than three minutes of recording time left, it announces, *“Less than three minutes to record.”* and the handset displays **Rec mem low**.
- ▶ When the telephone is not in use, if the handset or telephone base displays **Rec mem full**, the memory is full. Delete some messages to make room for more.

Message playback

Delete all old messages

You can only delete old (reviewed) messages. You cannot delete new messages until you review them. You cannot retrieve deleted messages.

Using the telephone base:

1. Press **X/DELETE** in idle mode. The telephone announces, *“To delete all old messages, press DELETE again.”*
2. Press **X/DELETE** again. All previously reviewed messages are erased and the telephone announces, *“All old messages deleted.”*

-OR-

1. Press **MENU** in idle mode.
2. Press **SELECT** to select **Answering sys.**
3. Press **▼CID** or **▲DIR** to highlight **Delete all old**, then press **SELECT**. The screen shows **Delete all old messages?**
4. Press **YES** to confirm. The screen displays **Deleting...** and then **All old msgs deleted!**. There is a confirmation tone.

Using a handset:

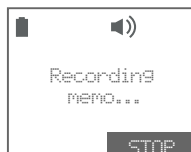
1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Delete all old**, then press **SELECT**. The screen shows **Delete all old messages?**
4. Press **YES** to confirm. The screen displays **Deleting...** and then **All old msgs deleted!**. There is a confirmation tone.

Record and play memos

Memos are your own recorded messages used as reminders for yourself or others using the same answering system. You can record your own memos using a system handset or the telephone base. Play and delete them the same way as incoming messages.

Record a memo

1. Press **MENU** in idle mode.
2. Press **▼CID** or **▲DIR** to highlight **Answering sys**, then press **SELECT**.
3. Press **▼CID** or **▲DIR** to highlight **Record memo**, then press **SELECT**. The system announces, *“Record after the tone. Press STOP when you are done.”*
4. Speak towards the microphone of the handset or the telephone base.
5. Press **STOP** to stop recording. The system announces, *“Recorded.”* and then returns to the previous menu. The system does not save memos shorter than two seconds.



Playback a memo

Play memos the same way as messages. See **Message playback** on pages 154-156.



Notes:

- ▶ The system announces *“Memory is full,”* if you attempt to record a memo when the memory is full.
- ▶ Each memo can be up to four minutes in length.
- ▶ Memos shorter than two second are not recorded.

Remote access

You can reach your answering system remotely by dialing your home telephone number from any touch-tone telephone.

To remotely access the answering system

1. Dial your telephone number from any touch-tone telephone.
2. Once the system plays your announcement, enter the two-digit remote access code (**19** is the default code, see page 115 to change it).
 - The system automatically announces the number of new or old messages (if any), and then begins to play them.
3. You can also enter the following remote commands.

Remote commands

1	Press to listen to all messages.
2	Press to listen to new messages only.
3	Press to delete the current message (during playback).
33	Press twice to delete all old messages.
4	Press to repeat the current message (during playback).
44	Press twice to listen to the previous message.
5	Press to stop.
*5	Press to listen to a list of remote commands.
6	Press to skip to the next message (during playback).
*7	Press to record a new announcement.
8	Press to hang up the call.
0	Press to turn the answering system on or off.

4. Hang up or press **8** to end the call.

Remote access

Print out and carry the remote access wallet card at the back of this user's manual for quick reference.



Notes:

- ▶ If you do not press any keys after you enter the remote access code, all new messages play. If there are no new messages, all old messages play.
- ▶ Once the new messages have played, the telephone announces the help menu options. If you do not press any key within 20 seconds, the remote access call automatically disconnects.
- ▶ When the answering system is turned off, the telephone answers after 10 rings, and announces, *"Please enter your remote access code."*
- ▶ When the memory is full, the answering system answers incoming calls after 10 rings and announces, *"Memory is full. Enter the remote access code."*
- ▶ The telephone can respond to remote access code while it is playing the screening announcement or block announcement. This allows you to access you answering system from an unknown number remotely. See **Screen calls without numbers** on page 133 and **Screen uncategorized calls** on page 136.

Add and register handsets/headsets/speakerphones

Your telephone can support up to 12 DECT 6.0 cordless handsets (AT&T model **TL90077**, sold separately) or up to 10 cordless handsets and two cordless headsets and speakerphones (sold separately). Visit **www.telephones.att.com/accessories** for a list of compatible DECT 6.0 cordless headsets and speakerphones. Each new handset, headset or speakerphone must be registered to the telephone base before use. You must register each handset, headset or speakerphone separately.

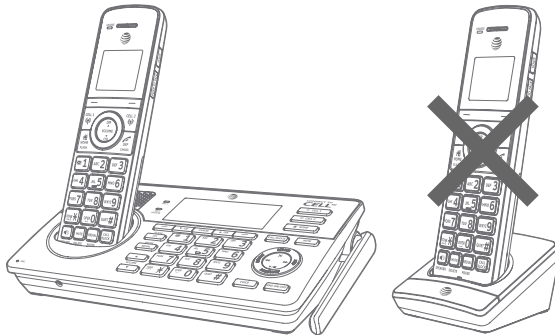
To register a cordless headset or speakerphone to this telephone system, please refer to the corresponding user's manual for more details. To register a cordless handset, see the following.

The handsets provided within your product box are already registered as **HANDSET 1**, and so forth. Additional handsets are assigned numbers in the sequential order they are registered (up to **HANDSET 12**).

Register a handset to your telephone base

Method 1:

1. Before you begin registration, make sure the handset is out of the telephone base or charger and shows **To register, see user manual**.
2. Put the handset you wish to register on the telephone base cradle.



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

3. The handset and the telephone base show **Registering... Please wait**. If the registration is successful, both the handset and the telephone base screens display **HANDSET X Registered** (**HANDSET** represents the handset name, **X** represents the handset number). Both the handset and the telephone base beep. The handset is now registered with the telephone base.

Add and register handsets/headsets/speakerphones

If registration fails, the system will automatically try to register again. If registration fails after the third try, **Registration failed** appears on both screens. The handset shows **To register, see user manual** and the telephone base returns to idle mode. This may take up to five minutes to occur. Please start again from Step 1.

Method 2:

1. Press and hold **Ⓜ/FIND HS** on the telephone base for about four seconds and it shows **Registering... Please wait**. Release **Ⓜ/FIND HS**.
2. Press **QUIET #** on the handset. The handset shows **Registering... Please wait**. If the registration is successful, both the handset and the telephone base screens display **HANDSET X Registered** (**HANDSET** represents the handset name, **X** represents the handset number). Both the handset and the telephone base beep. The handset is now registered with the telephone base.

If registration fails, **Registration failed** appears on both screens. The handset shows **To register, see user manual** and the telephone base returns to idle mode. This may take up to five minutes to occur. Please start again from Step 1.



Notes:

- ▶ You cannot register a handset if any other system handset is in use.
- ▶ If you try to register more than 12 handsets to the telephone base, the telephone base shows **Registration slots are full** and sounds two beeps.

Deregister handsets

You may need to deregister your handsets if:

- ▶ You have 12 registered handsets and need to replace a handset.

-OR-

- ▶ You wish to change the designated handset number of your registered handsets.

You must first deregister ALL handsets, and then register each handset you wish to use again, one at a time.

Please read carefully through all the instructions on this page before beginning the deregistration process.

Deregister all handsets from the telephone base

In addition to the cordless handsets, this operation will also deregister all cordless headsets and speakerphones registered to your telephone base.
















1. Make sure that all handsets are out of the telephone base and chargers before you begin deregistration.
2. Press and hold **⓪/FIND HS** on the telephone base for about 10 seconds. The telephone base screen shows **Registering... Please wait** for five seconds, then it shows **Deregister all devices?**. Release **⓪/FIND HS**.
3. Quickly press **⓪/FIND HS** again or press **YES**. You must press **⓪/FIND HS** or **YES** within five seconds. If the telephone base returns to idle screen, start again with Step 1.
4. The telephone base shows **Deregistered all devices** when the registration completes. It takes up to 10 seconds to complete the deregistration process. Before registering the handset again, wait for the cordless handset screen to display **To register, see user manual**.
5. To register the handset(s) to the telephone base again, follow the registration instructions on pages 161-162.



Notes:

- ▶ If the deregistration process fails, you may need to reset the system and try again. To reset, unplug the power from the telephone base and plug it back in.
- ▶ You cannot deregister the handsets if any other system handset is in use.
- ▶ Even if the battery is depleted, you can still deregister the handsets by following the steps. After the handset is charged for at least 10 minutes, the screen shows **To register, see user manual**.

Handset screen icons

	HOME line - On steadily when the home line is in use or there is an incoming home call.
	Search - you can perform 3-character alphabetical search to find entries quickly.
	CELL line- On steadily when a cell line is in use or there is an incoming cell call.
	Bluetooth connected devices - There are Bluetooth connected devices on the active devices list.
	Bluetooth disconnected devices - There are Bluetooth disconnected devices on the active devices list.
	Wireless Bluetooth headset - On steadily when a wireless Bluetooth headset is in use on the home line.
 (flashing)	Battery status - Battery is low; place handset in telephone base or charger to recharge.
	Battery status - Battery is charging.
	Speakerphone - The speakerphone is in use.
	Ringer off - The handset ringer is off.
	New voicemail - New voicemail received from your telephone service provider.
	Answering system on - The answering system is turned on.
	New answering system message - New message in the answering system.
	New caller ID log - Missed and new calls.
	Mute - Microphone is muted.