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AT&T

User Manual (Part 2)

5.8 GHz 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 36)

Your telephone can accommodate up to eight cordless handsets. You can add new handsets (sold separately) at any time. Up to four handsets at a time can be used.

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.

Handset 1

Handset 2

Handset 3

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User Manual (Part 2)

5.8 GHz Corded/Cordless Answering System EP5962

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Quick reference guide

Handset

Softkeys

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

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.

L1/Flash, L2/Flash

Press **L1** to make or answer a call on line 1.
Press **L2** to make or answer a call on line 2.

During a call, press to receive an incoming call, if Call Waiting is activated (see page 12).

Xfer/Intercom

Press to transfer a call or initiate an intercom conversation (see pages 10 & 13).

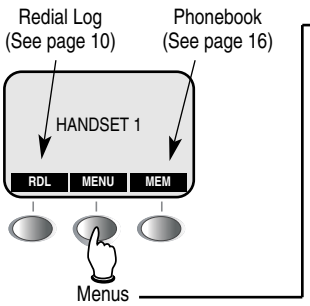
Speaker

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

Volume

Press to adjust listening volume.

Screen menus



Main Menu

Play New MSG .....See page 24
Call History .....See page 20
Mailboxes.....See page 24
Handset Settings .....See menu
Register .....See page 36

Handset Settings

Ringers .....See page 14
Low Batt Tone .....See page 14
Range Tone.....See page 14
Keypad Tone .....See page 14
Contrast .....See page 14
Enhanced Mode.....See page 14
Rename .....See page 14

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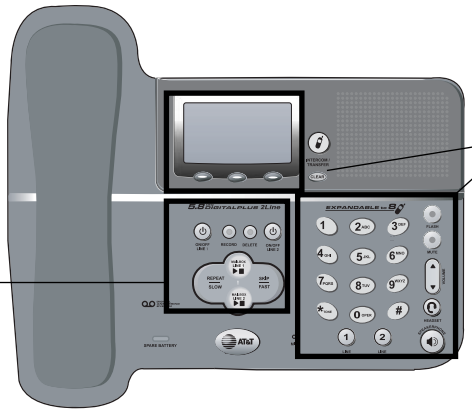
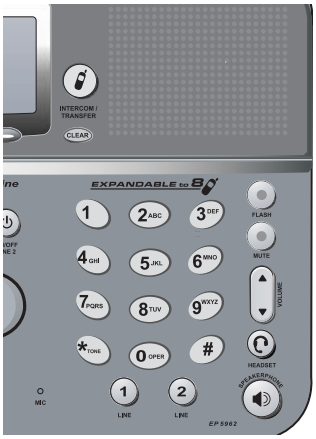
Quick reference guide

Base/Speakerphone

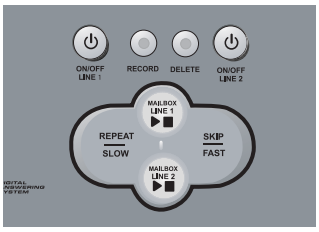


Telephone function keys (see pages 11-15)

SOFTKEYS .....Press to select menu 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
HEADSET .....Press to activate headset
L1 .....Press, then lift handset to make or answer a call on line 1
L2 .....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 controls (see pages 24-33)

ON/OFF .....Press, then select mailbox to turn on or off (L1 or L2)
RECORD .....Press to record a memo or outgoing announcement
DELETE.....Press to delete message currently playing
MAILBOX LINE 1....Press to play or stop playing Mailbox 1 messages
MAILBOX LINE 2....Press to play or stop playing Mailbox 2 messages
REPEAT.....Press to repeat; press twice to hear previous message
SKIP.....Press to hear next message

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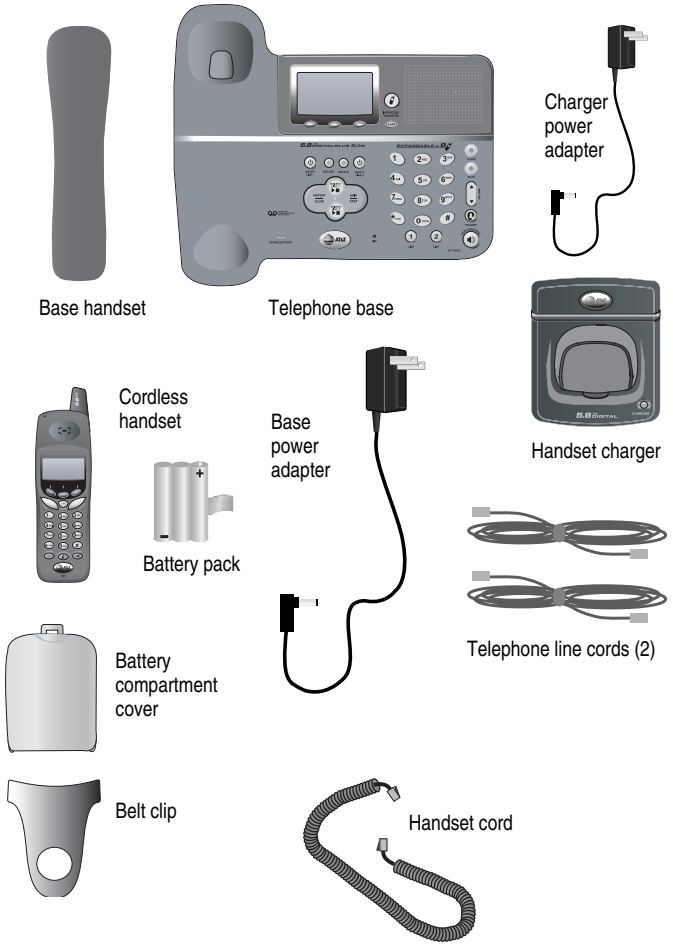
Parts checklist

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:



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 20, 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, television sets or microwave ovens

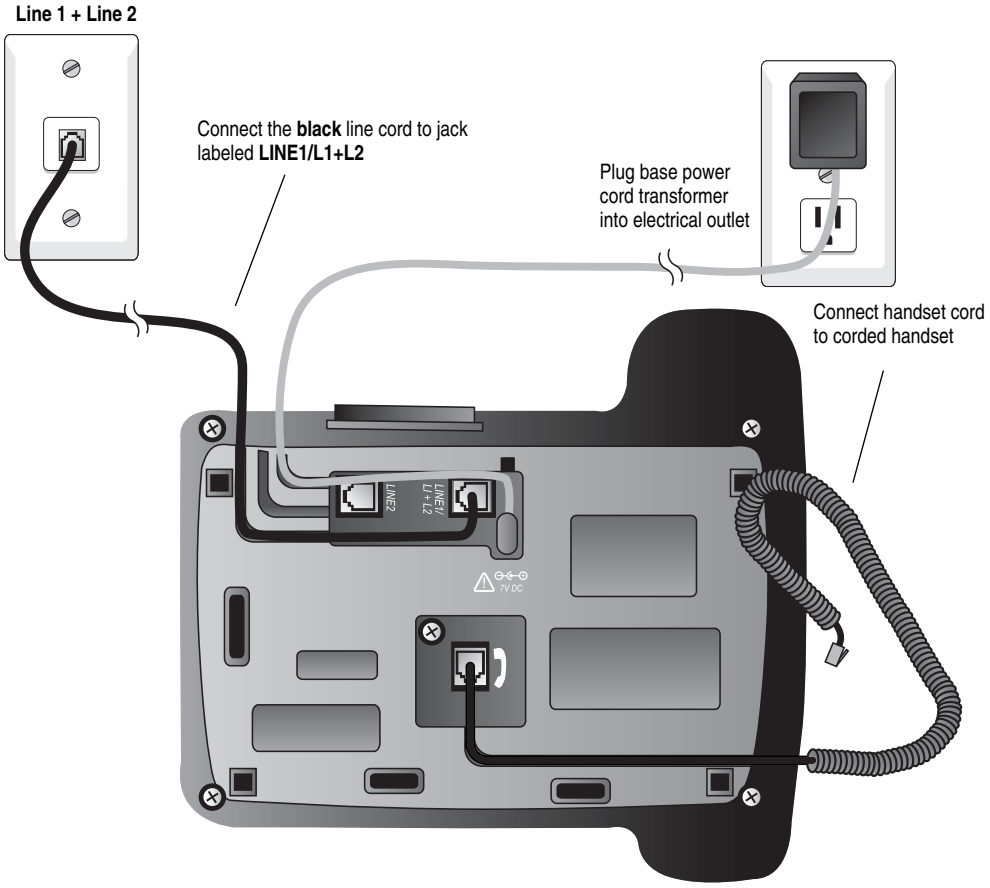
If you receive a call while you are out of range, the handset might not ring — or if it does ring, the call might not connect when you press **L1/L2**. Move closer to the base, then press **L1/L2** to answer the call.

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.

Telephone base installation (2-line jack)

If you have a **2-line jack**, install the base as shown below. Choose a location away from electronic equipment, such as personal computers, 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.

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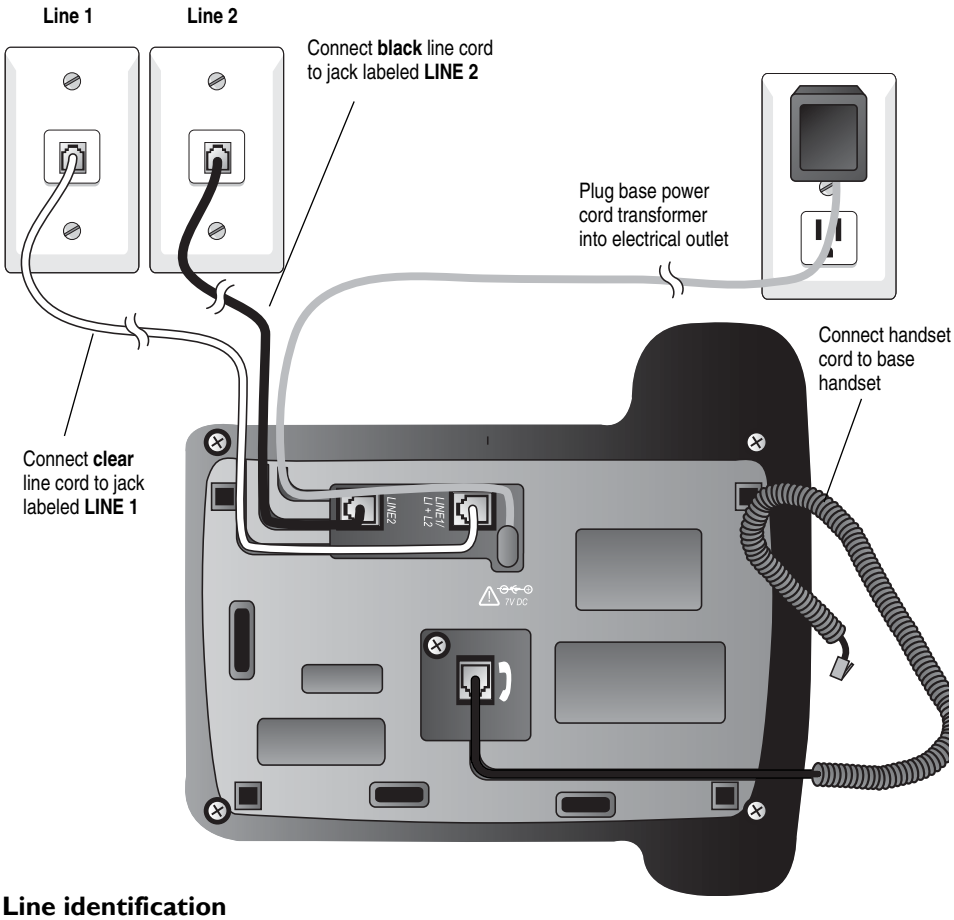
Telephone base installation (separate line jacks)

If you have **separate jacks** for each line, install the base as shown below. Choose a location away from electronic equipment, such as personal computers, 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.

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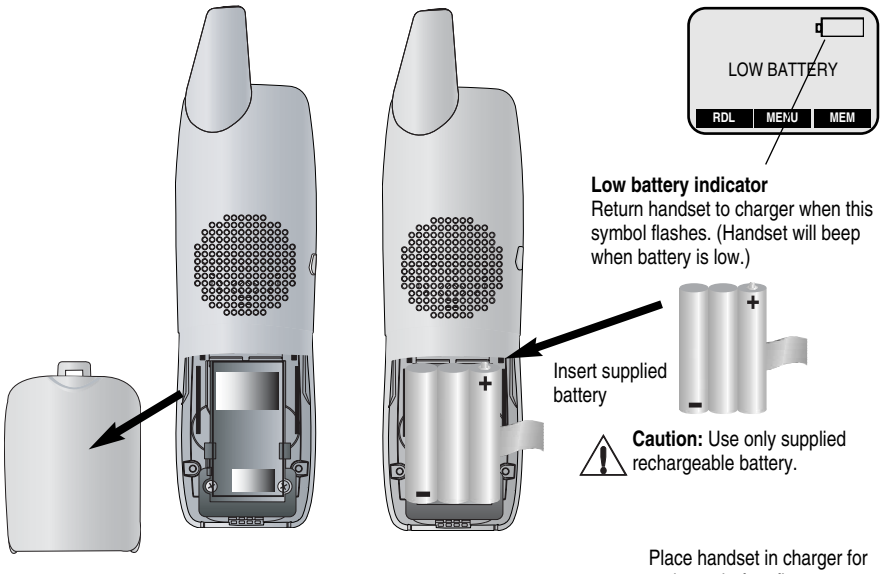
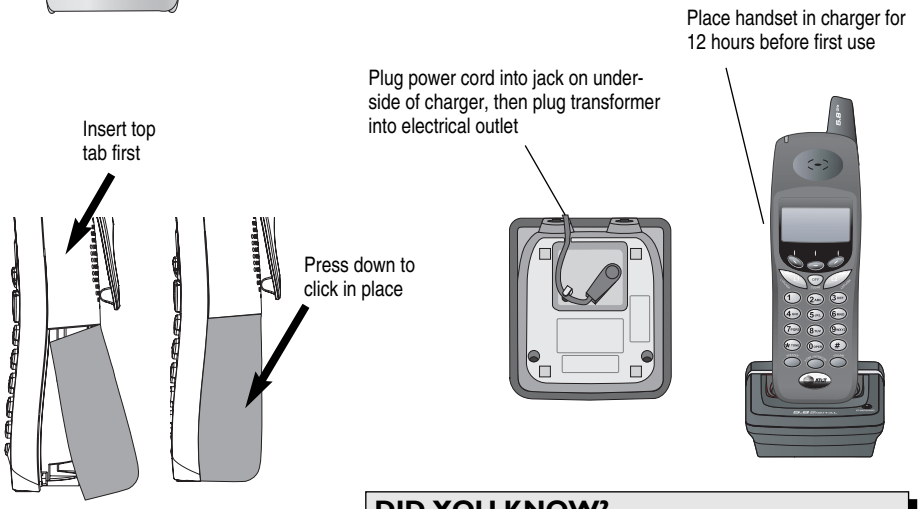
Battery & charger installation

After installation, place the handset in the charger and allow the battery to charge for 12 hours before use. You can keep the battery charged by returning the handset to the charger after each use. When battery power is fully depleted, a full recharge takes about 8 hours.





DID YOU KNOW?
An optional spare battery can be kept charged in the base, for quick replacement when the handset battery becomes depleted (see page 37).

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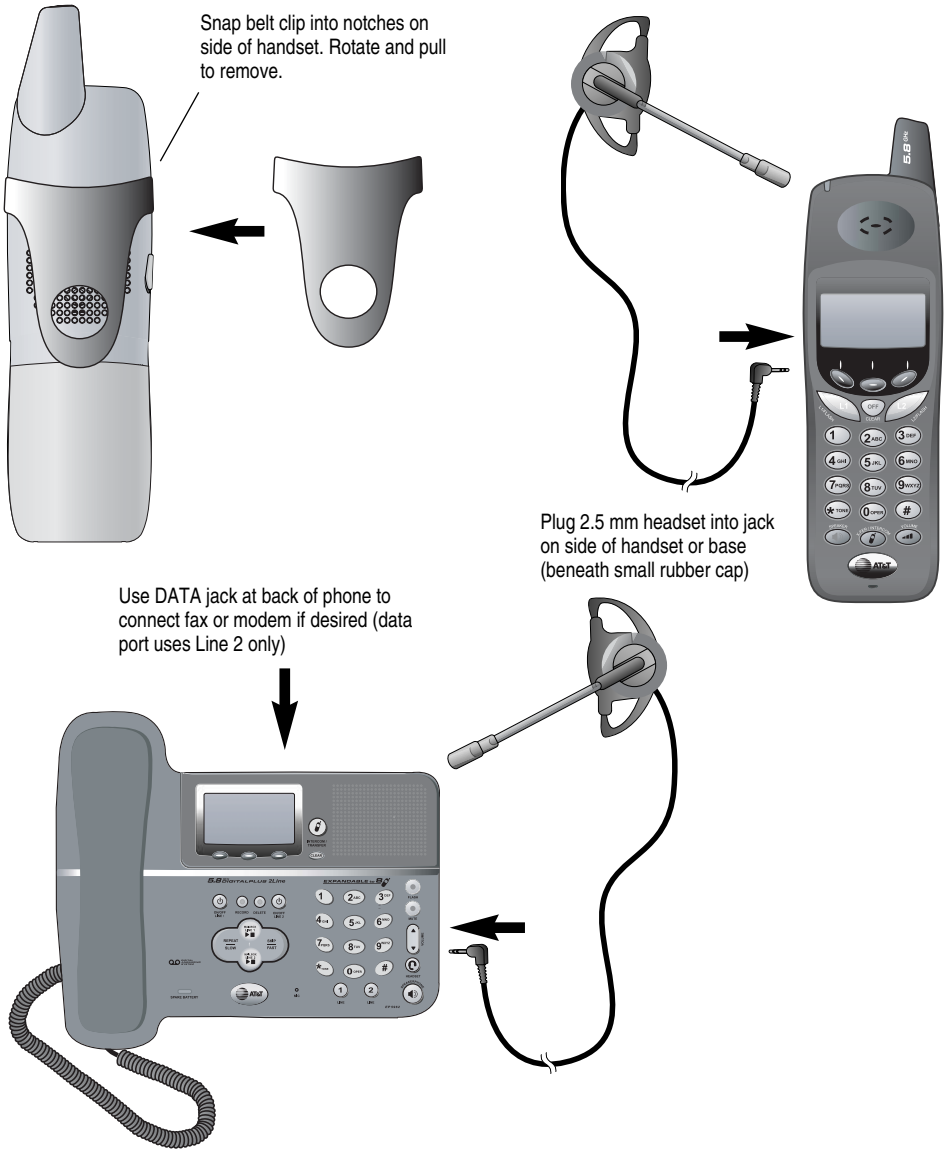
Belt clip & accessories

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.



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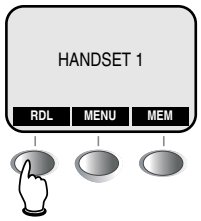
Basic handset operation

Making and answering calls

To answer an incoming call, press **L1** or **L2**. Press **L1** or **L2** to make a call on line 1 or line 2, then dial a number. Press **OFF** to hang up. To preview before dialing, enter numbers first, then press **L1/L2** to dial. Press **CLEAR** to make corrections as you enter numbers.

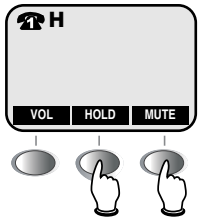
Hands-free speakerphone calls

To answer a call, press **SPEAKER**. To make a call, press **SPEAKER**, then dial a 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

Press **RDL** to view the last 5 numbers called (up to 32 digits each). Use the ▲▼ buttons to select a number, then press **L1/L2** to dial. Press **SELECT** then **ERASE** to delete this number from the redial memory, or **SAVE** to copy the number into your phonebook.



Hold and mute

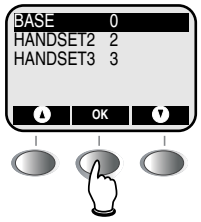
Press **HOLD** to place a call on hold. Press **L1/L2** (or **L1/L2**, then **SPEAKER**) to resume the call.

Press **MUTE** to silence the microphone. You will be able to hear, but your caller will not be able to hear you until you press **MUTE** again to resume speaking.

Call transfer

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

Press **XFER** to display a list of sets. Use the ▲▼ buttons to highlight the set you want, then press **OK** to transfer the call to the remote set.



To announce your call, press **HOLD** before you press **XFER**. When the recipient presses **INTERCOM** to answer, you can talk privately. After you (or the recipient) press **INTERCOM** to end the intercom call, the recipient can press **L1/L2** to answer the transferred call.

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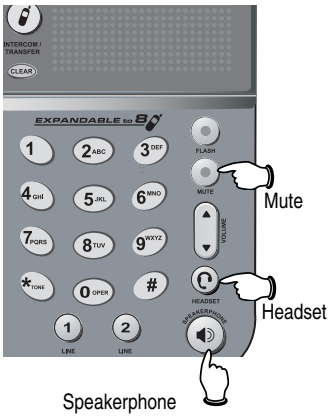


Basic base operation

Making and answering calls

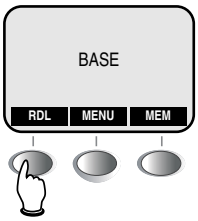
To answer a call, lift the base handset, press **SPEAKERPHONE**, or press **HEADSET** (if a headset is connected).

To make a call, lift the base handset, press **SPEAKERPHONE** or press **HEADSET**, then dial a number.

To choose a line, press **L1** or **L2**, then lift the base handset, press **SPEAKERPHONE** or press **HEADSET**, then dial a number.

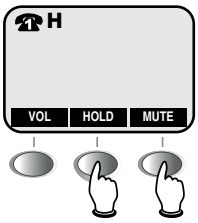
To preview numbers before dialing, enter numbers first, then press **SPEAKERPHONE** or **HEADSET** to dial. Press **CLEAR** to make corrections as you enter numbers.

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



Last number redial

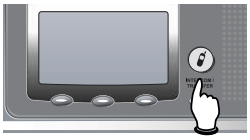
Press **RDL** to view the last 5 numbers called (up to 32 digits each). Use the ▲▼ buttons to select a number, then press **L1/L2+SPEAKERPHONE** to dial. Press **SELECT** then **ERASE** to delete this number from the redial memory, or **SAVE** to copy it into your phonebook.

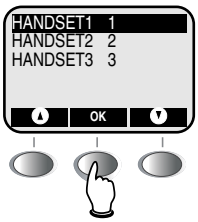


Hold and mute

Press **HOLD** to place a call on hold. Press **L1/L2**, then **SPEAKERPHONE** or **HEADSET** to resume the call.

Press **MUTE** to silence the microphone. You will be able to hear, but your caller will not be able to hear you until you press **MUTE** again to resume speaking.





Call transfer

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

To announce your call, press **HOLD** before you press **TRANSFER**. When the recipient presses **INTERCOM** to answer, you can talk privately. After you (or the recipient) press **INTERCOM** to end the intercom call, the recipient can press **L1/L2** to answer the transferred call.

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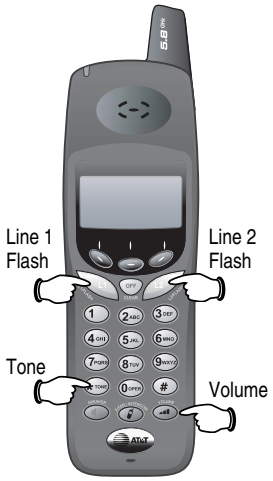
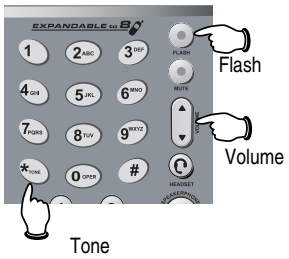




Options while on calls

To adjust volume

Press **VOLUME** buttons on the handset or the base to adjust listening volume. Each button press raises or lowers volume by one level. Press **OK** to save the current setting for future calls.

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 **OFF** while the phone is ringing to silence the ringer. You can still answer, or let the caller leave a message.

Switching between lines

During a handset call, if you answer an incoming call on another line, the line previously in use will be placed on hold. You can press **L1/L2** at any time to switch to the call on the other line without dropping either call.

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

1 Make or answer a call, then press **HOLD**.

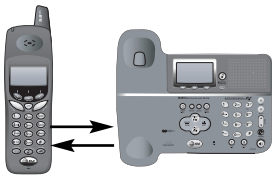
2 Press **L1** or **L2** to select the unused line, then depress the switchhook or press **SPEAKERPHONE** to make or answer a call on the other line.

4 To return to the first call, hang up, press **L1** or **L2** to select the original line, then pick up the base handset or press **SPEAKERPHONE**.

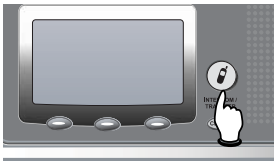
Temporary tone dialing

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

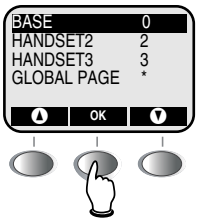
Intercom calls & conference calls



Press **INTERCOM**



Select station to page



Intercom calls

Press the **INTERCOM** button at a handset or at the base. Scroll down to select a station, or select **GLOBAL PAGE** to page all stations. Press **OK** to page the selected station.

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

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

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 **L1/L2** at the handset to answer the outside call and conference it in with your existing intercom conversation.
- Press **INTERCOM** to terminate the intercom conversation, then answer the outside call (see pages 10-11).

3-way conference calls

During a call, someone at another station (base or handset) can press **L1/L2** (or **L1/L2** then **SPEAKERPHONE** at the Base) to join in the conversation.

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

1 Make or answer a call.
2 Press **HOLD**.
3 Make a call on the other line.
4 When the call is answered, press **CONF**.
5 To end the 3-way conference call, press **DROP** then scroll down to the option you want.

- To drop line 1, press **DROP LINE 1**, then press **OK**.
- To drop line 2, press **DROP LINE 2**, then press **OK**.
- To end a conference call, press **DROP BOTH LINES**, then press **OK**.

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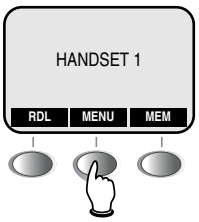
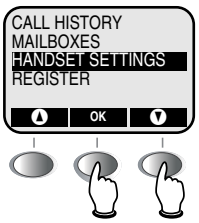
Handset settings

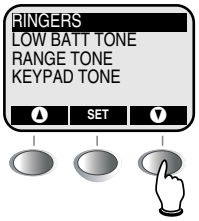
Select **MENU**



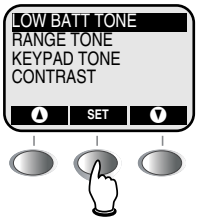
Select **HANDSET SETTINGS**



Scroll to choose desired item



Press **SET** to select



Ringers

At this menu you can set default ring volumes, or turn the ringer off. You can also select one of six call melodies. Settings are selectable for the intercom and each line.

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

Low battery tone

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

Out-of-range tone

The handset is factory programmed to alert you with a tone when the handset is too far from the base. Press **ON** or **OFF**, then press **OK** to confirm.

Keypad tone

The handset is factory programmed to beep at each keypress. Press **ON** or **OFF**, then press **OK** to confirm.

Contrast

At this menu you can adjust screen contrast to one of 16 levels. Use the ◀ ▶ buttons to select the level you prefer, then press **OK** to confirm.

Enhanced mode

Use the ▲ ▼ buttons to select On, Off or Auto, then press **OK** to confirm. When on, this mode may improve sound quality and range, but will use more battery power. In Auto mode, the handset switches to Enhanced Mode when reception is poor.

Rename

Select Rename to change the name (up to 14 letters) that appears on your handset screen, and identifies your handset in all Intercom/Transfer menus (see page 17 to enter letters). Press **SAVE** to confirm.

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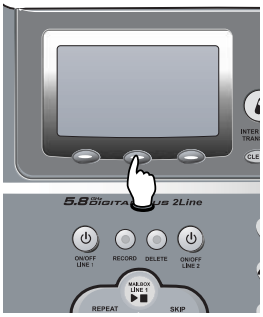
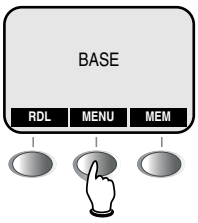
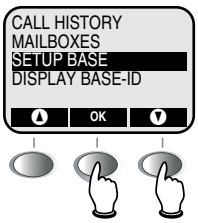


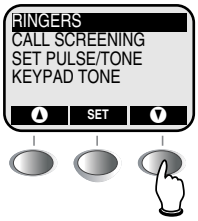
Select **MENU**



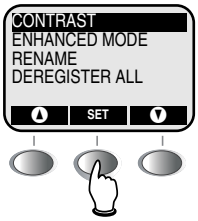
Select **SETUP BASE**



Scroll to choose desired item



Press **SET** to select



Base settings

Ringers

At this menu you can set default ring volumes, or turn the ringer off. You can also select one of six call melodies. Settings are selectable for the intercom and each line.

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

Call screening

Call screening lets you hear messages as callers leave them. Press **ON** or **OFF**, then press **OK** to confirm.

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, select **TONE** or **PULSE**, then press **OK**).

Keypad tone

The handset is factory programmed to beep at each keypress. Press **ON** or **OFF**, then press **OK** to confirm.

Contrast

At this menu you can adjust screen contrast to one of 16 levels. Use the ◀ ▶ buttons to select the level you prefer, then press **OK** to confirm.

Enhanced mode

Use the ▲ ▼ buttons to select On, Off or Auto for all handsets, then press **OK** to confirm. When on, this mode may improve sound quality and range, but will use more battery power. In Auto mode, handsets switch to Enhanced Mode when reception is poor.

Rename

Select Rename to change the name (up to 14 letters) that identifies your handset in all Intercom/Transfer menus (see page 17 to enter letters). Press **SAVE** to confirm.

Deregister all

Use this option with caution. It will make all handsets unusable until each has been re-registered (see page 36).

Handset: 50 entries

Base: 50 entries

Phonebooks

Handset and base phonebooks

There are separate phonebook directories in the handset and the base.

Each phonebook 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 18).

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

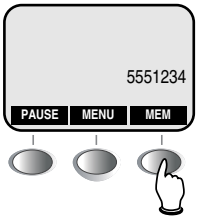
Timeouts and error tones

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

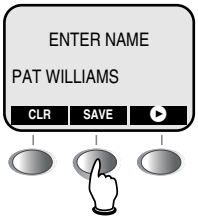
If all memory locations are in use, an error tone will sound when you attempt to enter a new number. This means the memory is full, and you will not be able to store a new number until you delete an existing one.

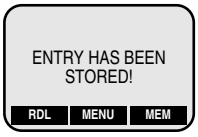
New phonebook entries

Enter number, then press **MEM**



Enter name, then press **SAVE**





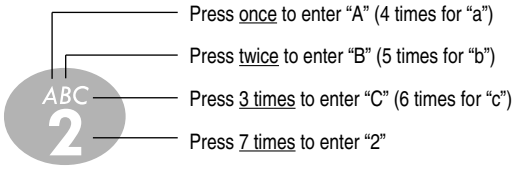
To enter a number

Use the dial pad to enter up to 32 digits. When the number is complete, press **MEM**.

- Press **CLEAR** to erase numbers if you make a mistake.
- Press **PAUSE** to enter a dialing pause.

To enter a name

Press dial pad buttons once for the first letter, twice for the second, three times for the third. Continue for lower-case letters. To enter a number, continue pressing the button until the number appears.



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

- Press **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 * to enter an asterisk (*).

Storing the entry

Press **SAVE** to store your new phonebook entry. To change it later, see page 19.

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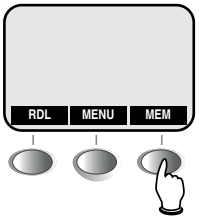
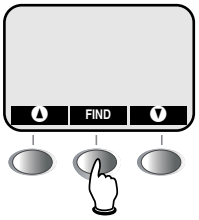
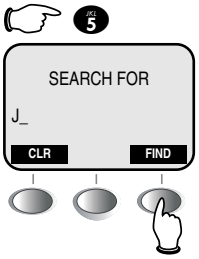
Press **MEM** to select phonebook







Phonebook search

You can use the up/down arrows to browse through the phonebook, 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, press ▲ or ▼ to scroll through all entries one by one.

To search alphabetically

To shorten your search, press **FIND**, then use the telephone dial pad to enter the first letter of a name. When you press **FIND** again, the first name beginning with that letter will be displayed.

Press dial pad buttons once for the first letter, twice for the second, three times for the third, as shown on page 17.

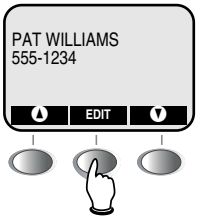
To call a displayed number

To dial the displayed entry, lift the base handset, press **L1/L2**, or press **SPEAKER**.

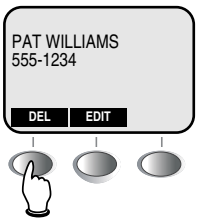
Shortcut

Press * at any time while a phonebook entry is displayed to jump immediately to the Search menu.

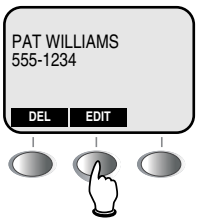
To dial, edit or delete entries



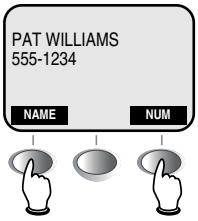
Press **DEL** to delete entry



Press **EDIT** to change entry



Select name or number to change



To dial a number

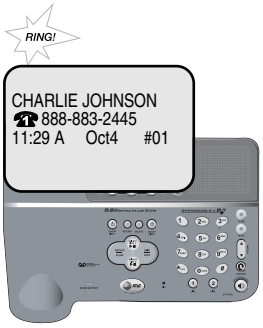
When any phonebook entry is displayed, press **L1/L2** (or **L1/L2** , then **SPEAKERPHONE** at the base) to dial.

To delete an entry

Press **EDIT**, then **DEL**. Select **THIS** to delete only this entry, or **ALL** then **YES** to delete all entries in the phonebook. Deleted entries cannot be recovered.

To edit a listing

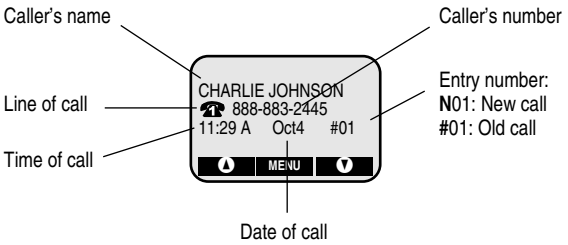
Press **EDIT** to modify the entry. You can change the name or number by following the steps on page 17.



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 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 phonebook.

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.

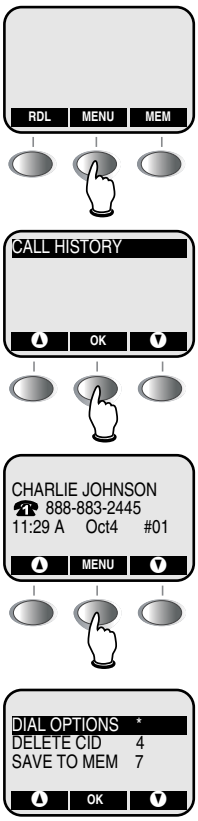
Handset and base call logs

There are separate Caller ID logs in the handset and the base.

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 phonebook is the same for both the handset and the base.

To review your call log



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

To review your call log

The most recent call is displayed first. Use the arrow buttons to scroll through the list as shown at left.

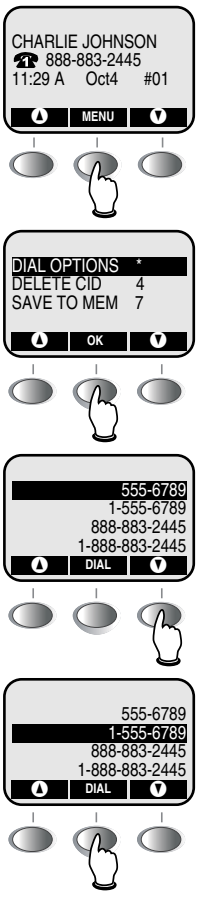
To return a call

Press **L1/L2** (or **L1/L2** , then **SPEAKERPHONE** at the base) to call the person currently displayed (see next page for important dialing options).

Other options

Press **MENU** to display other options:

- Select **DIAL OPTIONS** to view dialing options (see next page).
- Select **DELETE CID**, then choose **THIS** to delete displayed entry or **ALL** then **YES** to delete all entries in the call log.
- Select **SAVE TO MEM** to copy the displayed name and number into your phonebook (see page 17).



Select desired option, then press to dial

To dial a call log entry

When any Caller ID screen is displayed, press **L1/L2** (or **L1/L2** , then **SPEAKERPHONE** at 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. If the number displayed is not in the correct format, you can change how it is dialed.

Press **MENU**, then TONE to see a list of dialing options. Press ▼ or ▲ to highlight the option you want, then press **DIAL**.

Voice messages with Caller ID

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

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

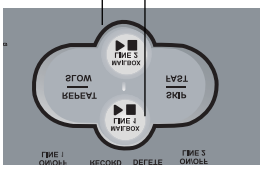
To pause playback, press 5 (or press **MENU**, select **PAUSE/RESUME**, then press **OK**). Press 5 again to resume playback.

At the handset, voice 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 27.

Mailbox buttons **flash** to announce new messages



Handset light **flashes** to announce new messages

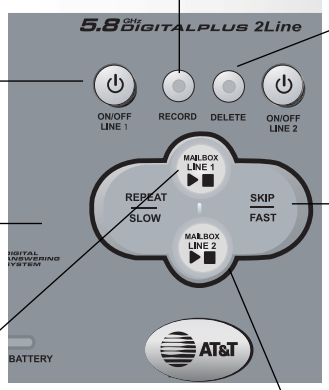
Answering System Operation

Message capacity

The answering system can record up to 99 messages, 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 27).



Press to record memo (see page 31) or outgoing announcement (page 26)

Press to delete message (see page 27)

Press, then select mailbox to turn on or off (Mailbox 1 or 2)

Press to repeat message (see page 27)

Press to skip message (see page 27)

Press to start or stop **Line 1** message playback (see page 27)

Press to start or stop **Line 2** message playback (see page 27)