

# REVISED 1/15/01



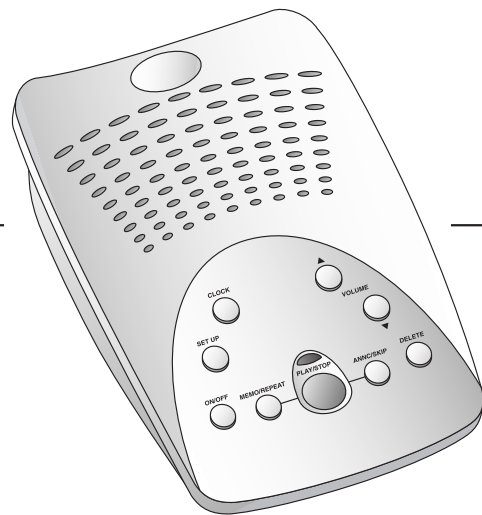
## USER'S MANUAL Part 2

### 1718 Digital Answering System

*Fold open this manual for information about this product's installation and operation. Please also read **Part 1 – Important Product Information.***



For Customer Service Or Product  
Information, Visit Our Website At  
[www.telephones.att.com](http://www.telephones.att.com)



AT&T and the globe symbol are registered trademarks of AT&T Corp. licensed to Advanced American Telephones.

© 2001 Advanced American Telephones. All rights reserved.  
Printed in China. 850005063 Issue 1AT&T 01/01

# INSTALLATION

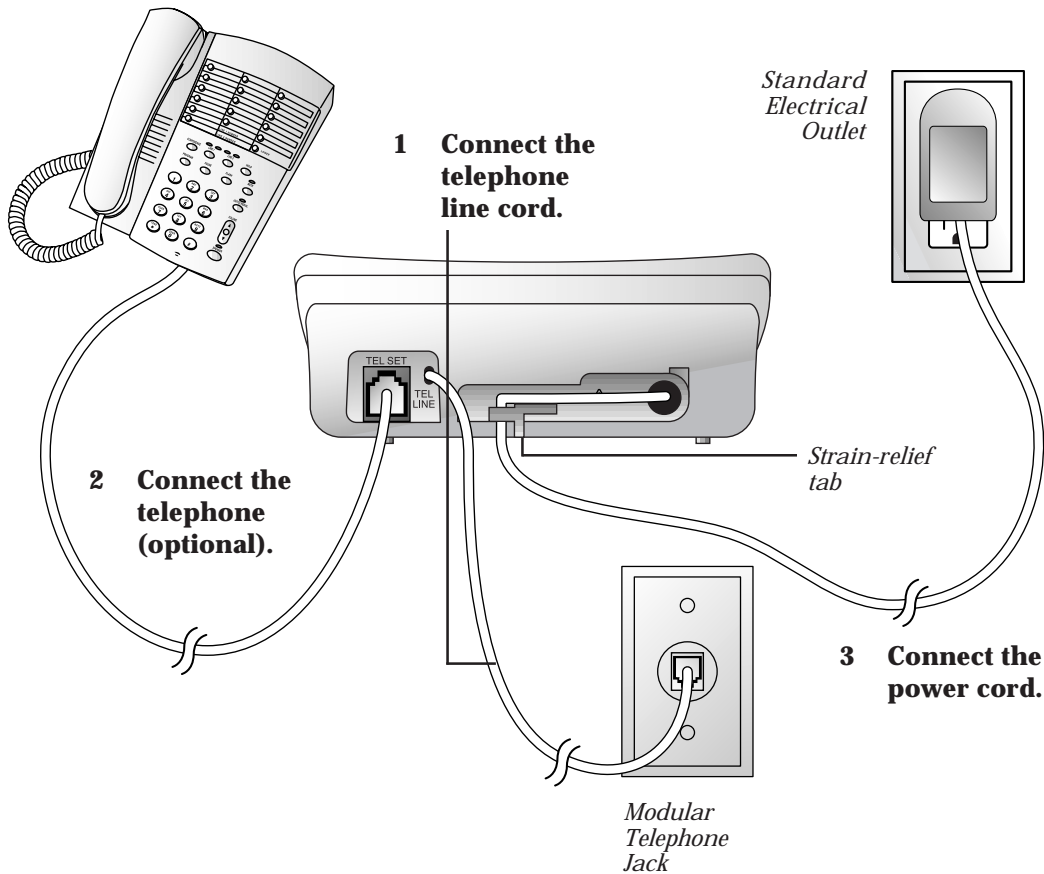
## Before You Install

Choose a location for the answering system near a modular telephone jack and a standard electrical outlet not controlled by a wall switch.

**NOTE:** If you do not want to connect a telephone, skip **Step 2**.



Use only the power cord supplied with this product. If you need a replacement, call 1 800 222-3111.  
Input: 120 V, 60 Hz.  
Output: 6V AC, 350 mA.



## Turn System On/Off

Before proceeding to set up features, press **ON/OFF** to turn the system on. To turn the system off, press **ON/OFF** again.

# FEATURE SETUP

## Feature Setup

- 1 To enter Feature Setup mode, press and hold **SET UP** until the system announces “*Number of rings.*”
- 2 Press and release **SET UP** until the system announces the feature you want to set.
- 3 Press and release **ANNC/SKIP** or **MEMO/REPEAT** until the system announces the setting you want. Refer to the Feature Summary for options.
- 4 Press and release **SET UP** to set up the next feature listed on the Feature Summary  
— **OR** —  
Press and release **PLAY/STOP** to exit Feature Setup.  
The new settings will be saved.

## Feature Summary

Feature/System Announces	Options
<b>Announce Select</b> <i>“Selected announcement is...”</i>	<p>Choose from Announcement A or Announce Only.</p> <ul style="list-style-type: none"><li>• Select “Announcement A” when you want the system to record callers’ messages. Select “Announce Only” when you want the system to play an announcement and then hang up.</li><li>• If you select “Announcement A” and do not record an announcement, the system plays a pre-recorded announcement: <i>“Hello. Please leave a message after the tone.”</i></li><li>• If you select “Announce Only” and do not record an announcement, the system will answer after 10 rings and announce <i>“No announcement.”</i></li></ul> <p>See “Record Your Announcement” under OPERATION for recording instructions.</p>
<b>Ring Select</b> <i>“Number of rings is...”</i>	<p>Choose how many times the line will ring before the system answers a call.</p> <ul style="list-style-type: none"><li>• Set for 2 to 7 rings, or choose Toll Saver 2/4 or Toll Saver 4/6.</li><li>• When set to Toll Saver 2/4, the system answers after four rings when you have no new messages and after two rings when you do. Toll Saver 4/6 causes the system to answer after six rings when you have no new messages and after four rings when you do.</li></ul>

# FEATURE SETUP

## Feature Summary (cont'd)

Feature/System Announces	Options
Remote Access Code  <i>"Remote Code is..."</i>	Change the Remote Access Code to any three digit number from 500 to 999. <ul style="list-style-type: none"><li>• The Remote Access Code, preset to 500, allows you to access many features of this answering system remotely from a touch tone phone.</li><li>• The system will prompt you to repeat <b>Steps 2</b> and <b>3</b> of Feature Setup until you have set all three digits.</li></ul>
Announcement Monitor	Choose ON to hear the announcement when your system answers a call. Choose OFF to have it silent on your end. (Your caller will still hear the announcement.) <b>NOTE:</b> <i>Volume must be set to a level you can hear to use Announcement Monitor.</i>
Number Announce (Please see <b>NOTE</b> below.)	When this feature is on, the system will announce the caller's telephone number between the second and third rings. <b>NOTE:</b> <i>When the Number Announce feature is on and Ring Select is set for two rings, the unit will answer after three rings to allow enough time for the system to announce the caller's telephone number.</i>
Store Number (Please see <b>NOTE</b> below.)	When this feature is on, the system announces the caller's telephone number when it plays back a message.
Accept Blocked Calls (Please see <b>NOTE</b> below.)	Choose ON to have the system accept all calls. Choose OFF to have the system respond to "blocked" calls with the pre-recorded announcement, " <i>We're sorry, blocked calls to this number cannot be accepted,</i> " and hang up without recording a message.
Audible Message Alert	When this feature is on, the system beeps every 15 seconds when you have new messages.

**NOTE:** *For this feature to work, you must subscribe to Caller Identification service from your telephone service provider. There is a fee for this service, and it may not be available in all areas.*

# OPERATION

## Set the Clock

You must set the clock once so that the system announces the correct day and time with your messages. After this, if you subscribe to Caller ID, the system will automatically reset the clock each time new call information is received. (There is a fee for Caller ID service, and it may not be available in all areas.)

Press **PLAY/STOP** to exit at any time while setting the clock.

- 1 Press and hold **CLOCK** until the default day is announced.
- 2 To change the day setting, hold down **MEMO/REPEAT** or **ANNC/SKIP** until the correct day is announced. Then release the button.
- 3 Press and release **CLOCK**. The current hour setting is announced.
- 4 Repeat **Steps 2 and 3** to set the hours, minutes, and year.
- 5 The new day, time, and year are announced.

**To check the clock**, press and release **CLOCK**.

**NOTE:** In the event of a power failure, see the instructions on the bottom of the unit to reset the clock.

## Record Your Announcement

Before using this answering system, you should record the announcement (up to three minutes long) that callers will hear when the system answers a call.

Callers can skip the announcement by pressing **#**.

- 1 Press and hold **ANNC/SKIP**. When the system beeps, speak toward the microphone normally, from about nine inches away.
- 2 To stop recording, release **ANNC/SKIP**. The system automatically plays back your announcement.

**To review your announcement**, press and release **ANNC/SKIP**.

**NOTE:** To erase your announcement and return to the pre-recorded announcement, press **DELETE** while your announcement is playing.

## Call Screening/Intercept

Set the system to answer calls, and set the volume control so you can hear the caller's message. If you choose not to hear the caller's message, adjust the volume to the lowest setting.

**NOTE:** If you listen to messages or change feature settings, the volume will automatically adjust to an audible level. You will need to reset the volume to the lowest setting.

If you decide to speak with the caller, lift the handset of any telephone on the same line. The system stops recording and resets to answer calls. If the system doesn't disconnect immediately, press and release the telephone switchhook.

## Record a Memo

You can record a memo up to three minutes long to be stored as an incoming message.

- 1 Press and hold **MEMO/REPEAT**. When the system beeps, speak toward the microphone.
- 2 To stop recording, release **MEMO/REPEAT**.
- 3 To play the memo, press **PLAY/STOP**.

## Memory Monitor

You can determine the system's remaining recording time.

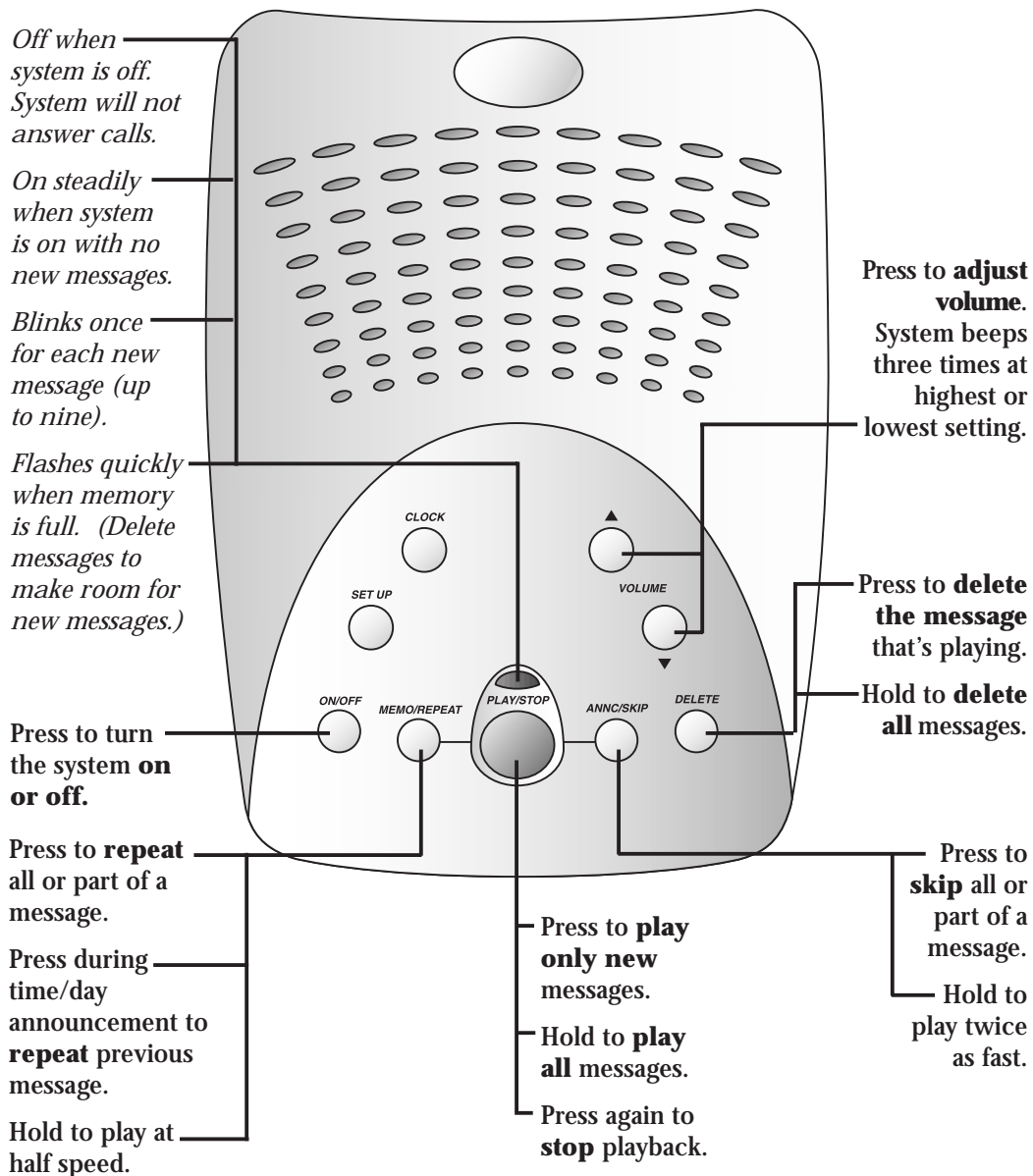
- 1 If the system is on, press **ON/OFF** to turn the system off.
- 2 Press **ON/OFF** again to turn the system on. The system announces the remaining recording time in minutes. (If there is less than five minutes remaining, the system announces, "The machine is on. Less than five minutes to record.")

# OPERATION

## Listen To, Save & Delete Messages

- The system automatically saves your messages until you delete them. You can store approximately 19 minutes of messages, memos, and announcements (up to a maximum of 100 messages).
- Before playing each message, the system announces the day and time the message was received. If Store Number is set to on, the system also announces the caller's telephone number (see "Store Number" under FEATURE SETUP). After playing the last message, the system announces "*End of messages.*"
- You cannot delete a message until it's been reviewed; deleted messages cannot be recovered.

**To operate the system,** follow the instructions below.  
"Press" means press and quickly release the button.  
"Hold" means hold the button down until you hear the system respond.



# REMOTE OPERATION

## Connect with the Answering System

You can access many features remotely from a touch tone phone.

- 1 Dial your telephone number.
- 2 When the system answers, enter your three-digit Remote Access Code during or after the announcement. The system announces the number of messages, then begins message playback. If the announcement continues to play after entering your code, wait for the announcement to end or press **#** to stop the announcement, then re-enter the code.
- 3 To use a remote access command (below), press **5** during message playback and wait for the two-beep signal.
- 4 Enter a remote access command.

## Remote Access Commands

Function	Command
Voice help menu	Press <b>5</b> .
Play all messages	After the two beeps, wait four seconds for system to automatically play back all messages, or press <b>1</b> .
Play new messages	Press <b>2</b> .
Repeat a message	Press <b>4</b> while the message is playing.
Skip a message	Press <b>6</b> while the message is playing.
Stop message playback	Press <b>5</b> .
Save message	Hang up.
Delete message	Press and release <b>3</b> while the message is playing.
Delete all messages	After you have listened to all messages and heard the two beeps, press <b>3 3</b> .
Record announcement	Press <b>* 7</b> ; after beep, record announcement, press <b>5</b> to stop. System plays back announcement.
Review announcement	Press <b>7</b> .
Record memo	Press <b>#</b> ; speak after beep; press <b>5</b> to exit.
Set the Clock	Press <b>* 8</b> . Follow prompts to set day, time, and year.
Turn system off	Press <b>* 0</b> .
Turn system on	When system is off, it answers after 10 rings, announces " <i>The machine is off</i> ," then beeps twice. Press <b>* 0</b> .
Memory full	When the memory is full, the system answers after 10 rings, announces " <i>Memory is full</i> ," then beeps twice. Enter your Remote Access Code and delete some or all messages. Press <b>* 0</b> to make sure system is on before hanging up.
End remote access call	Press <b>* 9</b> . The system announces " <i>The machine will now hang up</i> ," and disconnects the call.

# IN CASE OF DIFFICULTY

If you have difficulty operating this product, try the suggestions below. For Customer Service, visit our website at [www.telephones.att.com](http://www.telephones.att.com) or call 1 800 222-3111. **Please retain your receipt as your proof of purchase.**

## Messages Are Incomplete

- The system can accept messages up to three minutes long. If a caller leaves a very long message, part of it might be lost when the system disconnects the call after three minutes.
- If the caller pauses for more than seven seconds, the system stops recording and disconnects the call.
- If the system's memory fills up during a message, the system stops recording and disconnects the call.

## System Does Not Answer After Correct Number of Rings

- If the Toll Saver feature is on, the number of rings changes from four to two, or six to four, when you have new messages waiting.
- In some cases, the system might be affected by the ringing system used by the local telephone company.
- If the system's memory is full or the system is off, the system answers after 10 rings.

## System Will Not Record Messages

When memory is full, saved messages must be deleted before new messages can be recorded.

## Incoming Messages are Not Heard During Recording

Press VOLUME ▲ until volume is at desired level.

## System Does Not Respond To Remote Commands

- Make sure you are calling from a touch tone phone. When you dial a number, you should hear tones. If you hear clicks instead, the phone is not a touch tone telephone.
- The answering system may not detect the Remote Access Code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- There may be noise interference on the phone line you are using. Press dial buttons firmly.
- Make sure you are entering your Remote Access Code correctly.
- You might be calling from a phone that sends tones too short for your answering system to detect.
- If there are many messages recorded, the system may take longer than usual to respond.

## Power Failure Recovery

If the system is disconnected from AC power it will not operate. Your announcement and messages are retained in memory during a power failure, but you will need to reset the clock. See the instructions on the bottom of the unit.

If the system announces, "*Power failure*" after announcing the time and day, you may need to reset the clock. See the instructions on the bottom of the unit.

## System Takes Longer Than Usual To Respond

If there are many messages recorded, the system may take longer than usual to respond audibly.



© 2001 Advanced American Telephones. All rights reserved.  
Printed in China. 850005091 Issue 1AT&T 01/01

fold



## 1718 Digital Answering System

### Remote Commands

#### To connect with your answering system:

- 1 Dial your telephone number from a touch tone phone.
- 2 When the system answers, enter your Remote Access Code.  
The system announces the number of messages and begins message playback.
- 3 Listen to your messages

— OR —

Press [5] during message playback and wait for the two-beep signal before entering a remote command from inside this card.

© 2001 Advanced American Telephones. All rights reserved.  
Printed in China. 850005091 Issue 1AT&T 01/01

fold



## 1718 Digital Answering System

### Remote Commands

#### To connect with your answering system:

- 1 Dial your telephone number from a touch tone phone.
- 2 When the system answers, enter your Remote Access Code.  
The system announces the number of messages and begins message playback.
- 3 Listen to your messages

— OR —

Press [5] during message playback and wait for the two-beep signal before entering a remote command from inside this card.

ONE KEY REMOTE COMMANDS

Play All	Play New	Delete
1	2	3
Repeat	Voice Help/ Stop	Skip
4	5	6
	Review Clock	Review Features
7	8	9
TONE *	OPER 0	#

TWO KEY REMOTE COMMANDS

Turn system on or off	* 0
Delete all messages	3 3
Review announcement	7
Record announcement	* 7, speak after beep, press 5 to stop
Change clock	* 8
End remote access call	* 9

ONE KEY REMOTE COMMANDS

Play All	Play New	Delete
1	2	3
Repeat	Voice Help/ Stop	Skip
4	5	6
	Review Clock	Review Features
7	8	9
TONE *	OPER 0	#

TWO KEY REMOTE COMMANDS

Turn system on or off	* 0
Delete all messages	3 3
Review announcement	7
Record announcement	* 7, speak after beep, press 5 to stop
Change clock	* 8
End remote access call	* 9