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USER'S MANUAL
Part 2

1719 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

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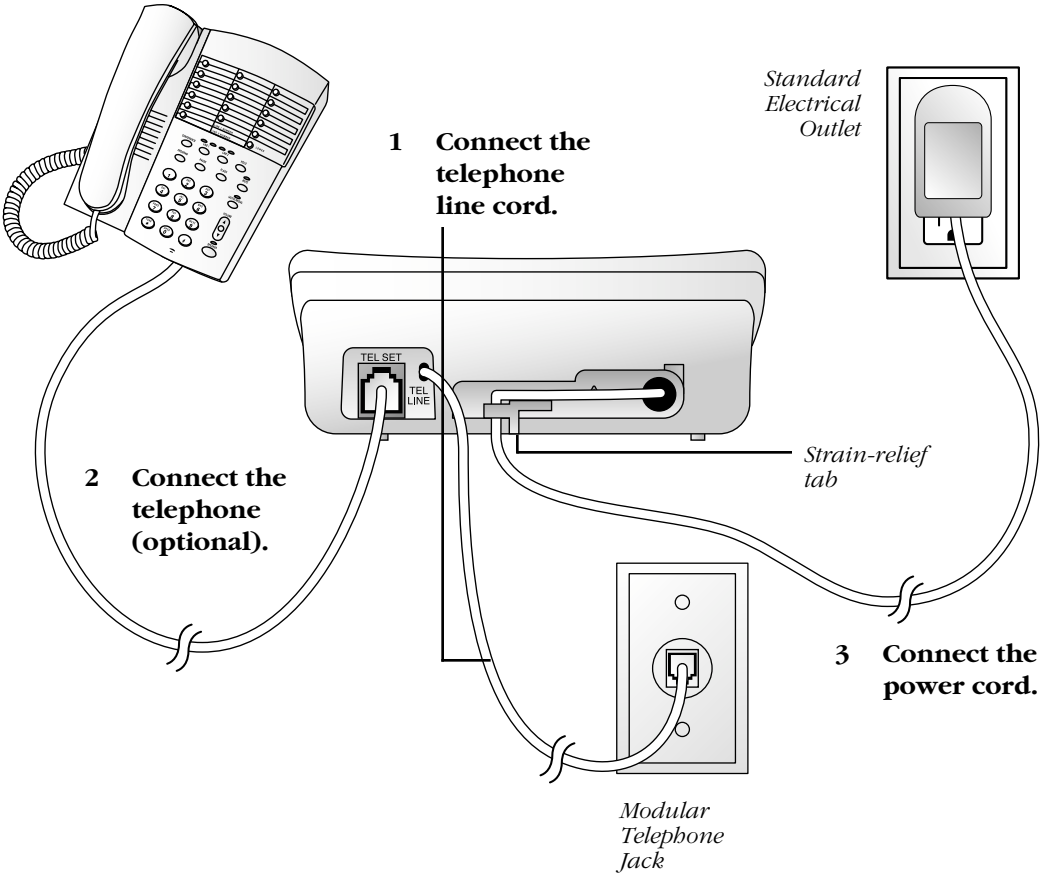
INSTALLATION

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.

When the system is off, the indicator above the PLAY/STOP button is off and the Message Window is blank.

***NOTE:** If the Message Window is blank make sure the power cord is securely connected to both the answering system and an electrical outlet not controlled by a wall switch. Press ON/OFF to make sure the system is on.*

FEATURE SETUP

Feature Setup

1 To enter Feature Setup mode, press and hold SET UP until the system announces *"Number of rings is..."*

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.

5 After you have selected the feature options, you can review the settings by pressing and releasing SET UP.

When any feature is on, the Message Window displays

When any feature is off, the Message Window displays

Feature Summary

Feature/System Announces	Options
Ring Select *"Number of rings is..."*	Choose how many times the line will ring before the system answers a call. • Set for 2 to 7 rings, or choose Toll Saver 2/4 or Toll Saver 4/6. • When set to Toll Saver 2/4, the system answer 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. • During setup, the Message Window will display the number of rings, (8 for Toll Saver 2/4, or 9 for Toll Saver 4/6).
Remote Access Code *"Remote access code is..."*	Change the Remote Access Code to any three digit number from 500 to 999. • The Remote Access Code, preset to 500, allows you to access many features of this answering system remotely from a touch tone phone. • The system will prompt you to repeat **Steps 2** and **3** of Feature Setup until you have set all three digits.
Announcement Monitor *"Announcement monitor is..."*	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.) ***NOTE:*** *Volume must be set to a level you can hear to use Announcement Monitor.*

Feature Summary (continued)

Feature/System Announces	Options
Number Announce (Please see ***NOTE*** below.) *"Number announce is..."*	When this feature is on, the system will announce the caller's telephone number between the second and third rings. ***NOTE:*** *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.*
Store Number (Please see ***NOTE*** below.) *"Store number is..."*	When this feature is on, the system announces the caller's telephone number when it plays back a message.
Accept Blocked Calls (Please see ***NOTE*** below.) *"Accept blocked calls is..."*	Choose ON to have the system accept all calls. Choose OFF to have the system respond to "blocked" calls with the pre-recorded announcement, "*We're sorry, blocked calls to this number cannot be accepted,"* and hang up without recording a message.
Audible Message Alert *"Message alert is..."*	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.
Press [PLAY/STOP] to exit at any time while setting the clock.

1 Press and hold [CLOCK] until the Message Window displays **C**, and the default day is announced.
2 To change the day setting, press and release [MEMO/REPEAT] or [ANNC/SKIP] until the correct day is announced.
3 Press and release [CLOCK]. The current hour setting is announced.
4 To change the hour setting, press and release [MEMO/REPEAT] or [ANNC/SKIP] until the correct hour is announced.
5 Press and release [CLOCK]. The current minutes setting is announced.
6 To change the minutes setting, press and release [MEMO/REPEAT] or [ANNC/SKIP] until the correct minutes setting is announced.
7 Press and release [CLOCK]. The current year is announced.
8 To change the year setting, press and release [MEMO/REPEAT] or [ANNC/SKIP] until the correct year is announced.
9 Press and release [CLOCK]. 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. If you choose not to record an announcement, the system answers with a pre-recorded announcement: "*Hello. Please leave a message after the tone.*"

1 Press and hold [ANNC/SKIP]. When the system beeps, speak toward the microphone normally, from about nine inches away. While you are recording, the Message Window blinks -.
2 To stop recording, release [ANNC/SKIP]. The system automatically plays back your announcement.

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

To erase your announcement and return to the pre-recorded announcement, press [DELETE] while your announcement is playing.

Callers can skip the announcement by pressing [#].

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].

Answer Calls

When the system answers a call, the caller hears the announcement you recorded, followed by a beep. After the beep, the system begins recording your caller's message. A caller can leave a message up to three minutes long. If the message is longer than three minutes, or if the caller is silent for more than seven seconds, or if the system runs out of memory, the system beeps once and hangs up.

Callers can skip over your announcement by pressing [#].

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. The Message Window displays 0. If the Number Announce feature is on, the caller's telephone number will be announced.

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.

Caller ID Number Announce

***NOTE:** For these features 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.*

This system can announce the telephone number of a caller, between the second and third rings. (See **Feature Setup** and **Feature Summary** to turn this feature on).

Store Number

When this feature is on, the system will announce a caller's number when playing back a message.

Accept Blocked Calls

When this feature is set to OFF, the system will respond to "blocked" calls (those from callers who have chosen to block their numbers from identification) with the pre-recorded announcement, "We're sorry, blocked calls to this number cannot be accepted." The system then hangs up without recording a message.

When this feature is set to ON, it will answer and record messages from any caller.

Message Window

The Message Window displays the total number of messages that have been recorded. If there are more than nine messages recorded, the Message Window alternately displays the two digits of the total number of messages recorded. If the Message Window displayed **F**, then the memory is full and you'll need to delete messages before new one can be recorded.

PLAY Light

The PLAY Light blinks when you have new messages, and remains steady when you have messages in memory that you've already played. The PLAY Light is off when there are no messages in memory.

Listen to Your Messages

As the system plays back messages, the Message Window displays the number of the message playing. Before playing each message, the system announces the day and time the message was received. If the clock wasn't set when the message was recorded, either because you didn't set the clock or because there was a power failure after you set it, the system will announce "*Power Failure*" after the time and day. After playing the last message, the system announces "*End of messages*."

Play messages — Press [PLAY/STOP]. If you have new messages, only the new messages will be played. If you have no new messages but have old messages, the old messages will be played. If you have no messages, the system announces "*No messages*."

Play message at half speed — Hold down [MEMO/REPEAT] while the message is playing.

Play message twice as fast — Hold down [ANNC/SKIP] while the message is playing.

Repeat entire message — Press and release [MEMO/REPEAT].

Repeat previous message — Press [MEMO/REPEAT] twice, and continue this process to hear other previous messages.

Skip to next message — Press and release [ANNC/SKIP].

Stop message playback — Press and release [PLAY/STOP].

Save Messages

The system automatically saves your messages if you do not delete them. The system can save about 19 minutes of messages, including your announcement, for a total of up to 100 messages. When memory is full, you must delete some or all messages before new messages can be recorded.

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

Memory is Full

When memory is full, or 100 messages have been recorded, the Message Window flashes **F**. Delete messages to make room for new ones.

When memory is full, the system answers calls after 10 rings, and sounds two beeps instead of your announcement.

Delete Messages

Delete all messages — Hold down DELETE. The system announces "*Messages deleted*" and permanently deletes messages. The Message Window displays **0**. If you haven't listened to all of the messages, the system plays an error tone and does not delete messages.

Delete selected messages — Press and release DELETE while the message you want to delete is being played. The system deletes the message and plays the next message. If you want to check a message before you delete it, you can press MEMO/REPEAT to replay the message before deleting it.

When the system reaches the end of the last message, the messages not deleted are renumbered, and the Message Window displays the total number of messages remaining in memory.

Message Window Displays

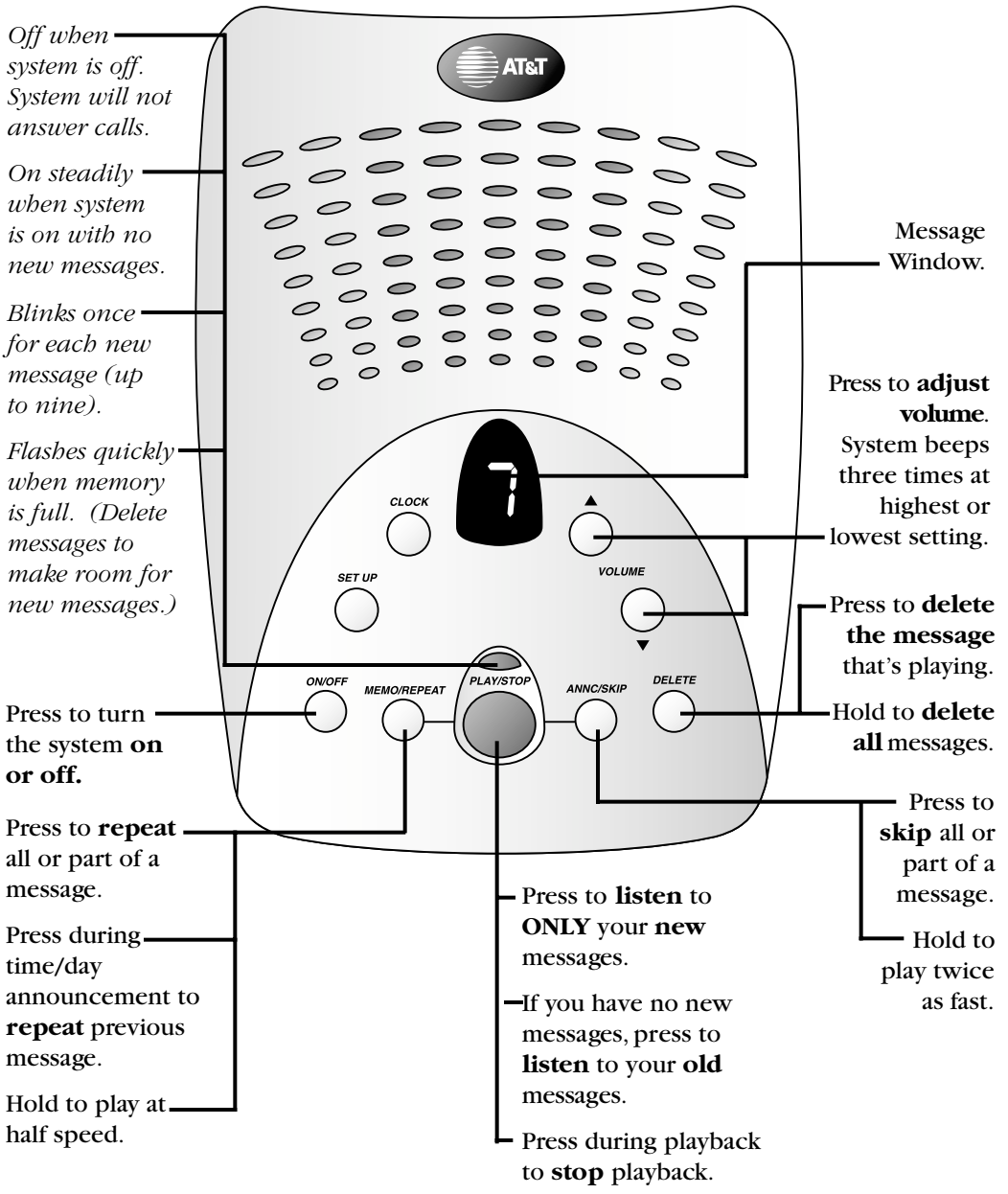
DISPLAY	Function
C	Clock needs to be reset or system is in clock setting mode.
	Flashing – System is recording an announcement or memo. *Steady* – Announcement playing **— OR —** system is recording a message **— OR —** remote access is in progress.
0	*Rotating* – Deleting.
F	*Flashing* – memory is full.
8	*Toll Saver is set to 2/4.*
9	*Toll Saver is set to 4/6.*
	Feature is on.
	Feature is off.

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.*



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

Message Window is Blank

- Make sure the power cord is securely connected to both the answering system and an electrical outlet not controlled by a wall switch.
- Press ON/OFF to make sure the system is on.