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Part 2 User's manual

1739 Digital answering system

This manual contains 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 or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.



Installation

Parts list

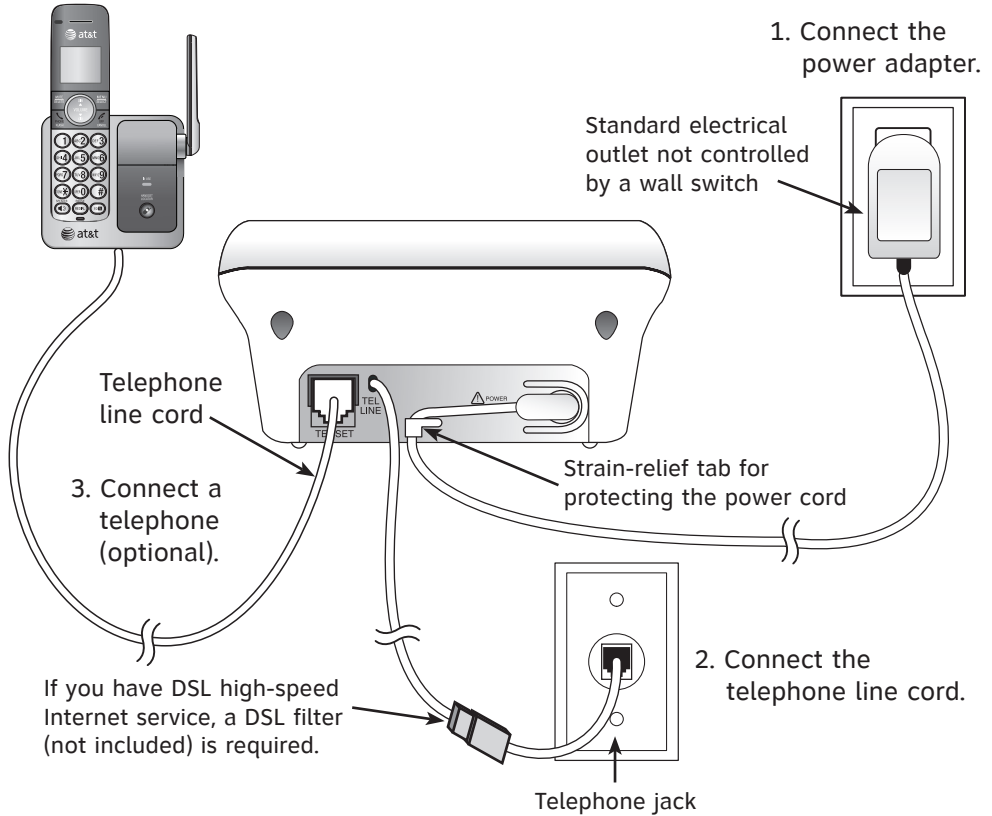
- 1739 answering system
- Wallet card
- Part 1 Important product information
- Part 2 User's manual
- Power adapter



Use only the power adapter supplied with this product. To obtain a replacement, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Before you install

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



Turn system on/off

When you install the answering system for the first time, the system turns on automatically and announces, *"To set the clock, press and hold **CLOCK**."*

For instructions, see **Set the clock** on page 5. To turn the system off, press **ON/OFF** again.

When the system is off, the **ON/OFF** indicator light will be off and the message window will be blank. When you press other keys (except **VOLUME ▲▼**, the system announces *"The machine is off. Press **ON/OFF** to turn on."*



NOTES:


- If you do not want to connect this answering system to a telephone, skip Step 3.
- Power adapter
Input: 120V AC, 60 Hz.
Output: 6V AC, 350 mA.
- If the message window is off, make sure the power adapter is securely connected to both the answering system and an electrical outlet not controlled by a wall switch. Press **ON/OFF** to turn the answering system on or off.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.


Feature setup

Feature setup

1. To enter the feature setup mode, press and hold **SETUP** until the system announces “*Language is...*”
 2. Press **SETUP** repeatedly until you hear the desired feature.
 3. When you hear the feature you want to modify, press **▶▶ ANNC/SKIP** or **◀◀ MEMO/REPEAT** to choose the feature’s setting.
 4. Press **SETUP** to save the setting and advance to the next setting.
- OR -

Press **▶/■ PLAY/STOP** save the setting and exit feature setup.

When any feature is on, the message window displays .





When any feature is off, the message window displays .

Feature summary

FEATURE	SYSTEM ANNOUNCEMENT	OPTIONS
Language	“ <i>Language is...</i> ”	<ul style="list-style-type: none">• You may choose English or Español (Spanish) for the voice prompts used by the system.• During setup, the message window displays the current language setting (<i>E</i> for English or <i>S</i> for Spanish).
Ring select	“ <i>Number of rings is...</i> ”	<ul style="list-style-type: none">• Choose the number of rings before the system answers a call. You can set it between 2 and 7 rings, toll saver 2/4 or toll saver 4/6.• When the toll saver is set as 2/4, the system answers after 4 rings if there are no new messages, or after 2 rings if there are new messages. When the toll saver is set as 4/6, the system answers after 6 rings if there are no new messages, or after 4 rings if there are new messages.• During setup, the message window displays the number of rings (or <i>E</i> for toll saver 2/4, <i>S</i> for toll saver 4/6).
Remote access code	“ <i>Remote access code is...</i> ”	<ul style="list-style-type: none">• Change the remote access code to any 3-digit number between 500 and 999.• The remote access code is preset to 500. You can access many features remotely from a touch-tone telephone.• The 3 digits of the remote access code are set separately. The system will prompt you to set the second and third digits after setting the first digit. See Feature setup above.

Feature setup

Feature summary (continued)

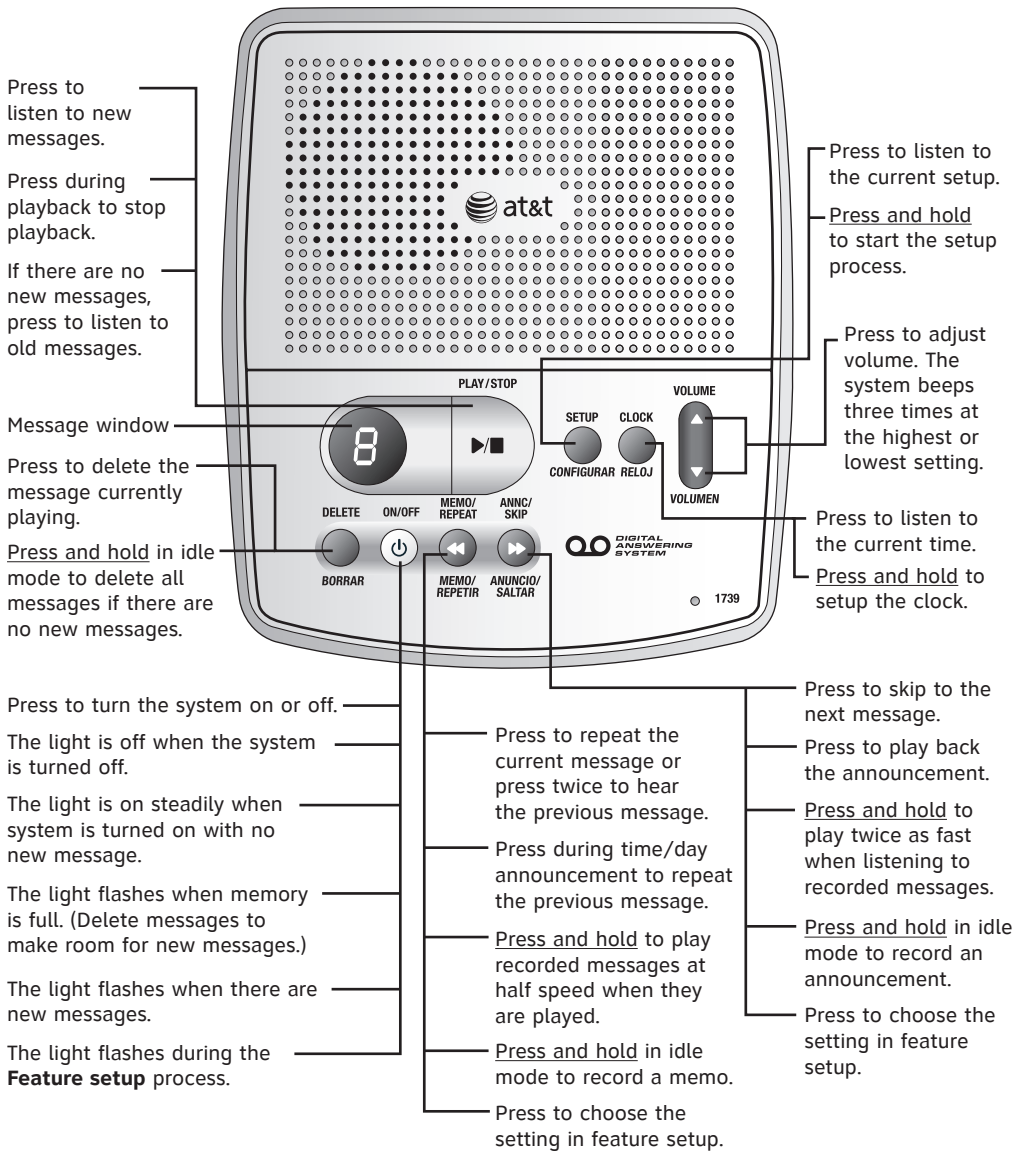
FEATURE	SYSTEM ANNOUNCEMENT	OPTIONS
Announcement monitor	<i>"Announcement monitor is..."</i>	<ul style="list-style-type: none">When this feature is on, the system will broadcast your outgoing announcement when answering a call. When the feature is off, your outgoing announcement is not broadcast from the system, but callers will hear the announcement. <div> NOTE: You must set the volume to an audible level to use this feature.</div>
Number announce	<i>"Number announce is..."</i>	<ul style="list-style-type: none">When this feature is on, the system announces the incoming telephone number between the second and third rings. <div> NOTE: For this feature to work, you must subscribe to caller ID service from your telephone service provider. There may be a fee for this service, and it may not be available in all areas.</div>
Store number	<i>"Store number is..."</i>	<ul style="list-style-type: none">When this feature is on, the system announces the incoming telephone number when it plays back a message. <div> NOTE: For this feature to work, you must subscribe to caller ID service from your telephone service provider. There may be a fee for this service, and it may not be available in all areas.</div>
Accept blocked calls	<i>"Accept blocked calls is..."</i>	<ul style="list-style-type: none">When this feature is off, the system responds to blocked calls with the default announcement, <i>"We're sorry. Blocked calls to this number cannot be accepted,"</i> and hangs up without recording a message. <div> NOTES:<ul style="list-style-type: none">The system only blocks calls that are marked PRIVATE.For this feature to work, you must subscribe to caller ID service from your telephone service provider. There may be a fee for this service, and it may not be available in all areas.</div>
Audible message alert	<i>"Message alert is..."</i>	<ul style="list-style-type: none">When this feature is on, the system beeps every 15 seconds when there are new messages.

Operation

Listen to, save & delete messages

- The system automatically saves all incoming messages until you delete them. You can store approximately 40 minutes of messages, memos and announcements (up to a maximum of 99 messages).
- Before playing each message, the system announces the day and time the message was received. If **Store number** is activated, the system also announces the caller's telephone number (see **Store number** under **Feature setup** on page 3). After playing the last message, the system announces "End of messages."
- Messages cannot be deleted until they have been reviewed, and deleted messages cannot be retrieved.

To operate the answering system, follow the instructions below.



Operation

Auto reset of answering system clock

The system will always be set automatically with incoming caller ID information. The time will be set automatically only if you subscribe to caller ID service provided by your telephone service provider.

Set the clock

You must set the clock so that the system announces the correct day and time of any incoming messages. Make sure the year is correct because the day of the week is calculated from the year. The system announces the current setting and *"To set the clock press and hold **CLOCK**,"* when you press **CLOCK**. To exit at anytime while setting the clock, press ►/■ **PLAY/STOP**.

1. Press and hold **CLOCK** until the message window displays ☐. The system announces the default day, *"To change press **SKIP** or **REPEAT**"* and *"To change the hour press **CLOCK**."*
2. To change the day setting, press ◀◀ **MEMO/REPEAT** or ▶▶ **ANNC/SKIP** until the correct day is announced.
3. Press **CLOCK**. The current hour setting is announced. The correct day setting is saved.
4. To change the hour setting, press ◀◀ **MEMO/REPEAT** or ▶▶ **ANNC/SKIP** until the correct hour is announced.
5. Press **CLOCK**. The current minute setting is announced. The correct hour setting is saved.
6. To change the minute setting, press ◀◀ **MEMO/REPEAT** or ▶▶ **ANNC/SKIP** until the correct minute is announced.
7. Press **CLOCK**. The current year setting is announced. The correct minute setting is saved.
8. To change the year setting, press ◀◀ **MEMO/REPEAT** or ▶▶ **ANNC/SKIP** until the correct year is announced.
9. Press **CLOCK**. The new day, time and year are announced. The correct year setting is saved.

To check the date and time, press **CLOCK**.



NOTE: In the event of a power failure, see the instructions on the bottom of the unit to reset the clock. If the clock is not set the system will announce, *"Time and day not set,"* before playing each message.

Record your announcement

An announcement is the greeting callers hear when calls are answered by the answering system.

The telephone is preset with a greeting that answers calls with *"Hello, please leave a message after the tone."* You can use this default announcement, or replace it with your own (up to 3 minutes long).

1. Press and hold ▶▶ **ANNC/SKIP**. When the system beeps, speak towards the microphone at the lower right corner of the answering system, from about 9 inches away. While recording, 🔴 flashes in the message window and 🔴 **ON/OFF** blinks.
2. To stop recording, release ▶▶ **ANNC/SKIP**. The system automatically plays back the outgoing announcement.

To review your announcement, press ▶▶ **ANNC/SKIP**.

To erase your own recorded announcement, press **DELETE** while the announcement is playing. Calls are then answered with the default announcement.

Record memos

A memo can be up to 3 minutes and is stored as an incoming message.

1. Press and hold ◀◀ **MEMO/REPEAT**. When the system beeps, speak toward the microphone at the lower right corner of the answering system.
2. To stop recording, release ◀◀ **MEMO/REPEAT**.
3. To play a memo, press ►/■ **PLAY/STOP**.

Operation

Answer calls

When the system answers a call, the caller hears the outgoing announcement followed by a beep. After the beep, the system begins recording the caller's message. A caller can leave a message of up to 3 minutes. If the message is longer than 3 minutes, or if the caller is silent for more than 7 consecutive seconds, or if the system runs out of memory, the system beeps once and announces, *"Memory is full. The machine will now hang up,"* then hangs up.

Call screening

The call screening feature lets you listen at the answering system to a caller leaving a message. If the answering system and call screening are on, the announcement and the incoming message broadcast when a call is answered by the answering system. If the number announce feature is on, the caller's telephone number will be announced.



NOTE: If you set the volume level to **0**, the system will automatically adjust to an audible level (level **2**) during call screening, or when listening to messages or changing feature settings. You may need to adjust the volume level afterwards.

Options while a message is being recorded:

- Press **VOLUME ▲▼** to adjust the call screening volume.
- Press **▶/■ PLAY/STOP** to stop the message recording.

Call intercept

When a caller is leaving a message on your answering system, you can stop recording and talk to the caller by lifting the handset of any telephone on the same line.

The system stops recording, you hear a beep and you can take the call. If the system does not disconnect immediately, press and release the telephone switch hook.

Caller ID number announce



NOTE: You must subscribe to caller ID service from your telephone service provider for this feature. There may be a fee for this service, and it may not be available in all areas.

This system can announce the caller's telephone number between the second and third ring (see **Feature setup** and **Feature summary** on pages 2 and 3 to turn this feature on).

Store number

When this feature is on, the system announces the caller's number before playing back a message.

Accept blocked calls

When this feature is turned on, the system answers and records messages from any callers. When this feature is turned off, the system responds to blocked calls (from callers who have chosen to block their numbers from identification) with the default announcement, *"We're sorry. Blocked calls to this number cannot be accepted."* The system then hangs up without recording any incoming messages.

Message window

The message window displays the total number of messages recorded. If there are more than nine messages recorded, the message window displays the first digit, second digit and dash alternately. If the message window displays **F**, then the memory is full and some messages must be deleted before new messages can be recorded.

Message Guard®

The answering system protects the recorded messages from loss in the event of a power failure.

Message Guard® is a trademark of Advanced American Telephones.

Operation

Listen to incoming messages

When the system plays incoming 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 is not set when the message was recorded, or there was a power failure after it was set, the system will announce *"Time and day not set,"* after the time and day. After playing the last message, the system announces, *"End of messages."*

If you want the system to answer a call when you are playing a message, press ►/■ **PLAY/STOP** to end message playback.

To play messages, press ►/■ **PLAY/STOP**. If there are new messages, they will be played. If there are no new messages, the old messages will be played. If there are no messages, the system announces *"No messages."*

To play a message at half speed, press and hold ◀◀ **MEMO/REPEAT** while the message is playing.

To play a message twice as fast, press and hold ▶▶ **ANNC/SKIP** while the message is playing.

To repeat a message, press ◀◀ **MEMO/REPEAT** to repeat the message. Press ◀◀ **MEMO/REPEAT** during the time/day announcement or press ◀◀ **MEMO/REPEAT** twice to hear the previous message. If there is only one message recorded in the system, the same message will be played again.

To skip to the next message, press ▶▶ **ANNC/SKIP**.

To stop message playback, press ►/■ **PLAY/STOP**.

Save messages

The system can record up to 99 messages, depending on the length of each message. Individual messages can be up to 3 minutes. The maximum combined recording time for the announcement, messages and memos is approximately 40 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

Memory monitor

To find out the 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 the system has less than 5 minutes of recording time left, it announces, *"The machine is on. Less than five minutes to record."*

Memory is full









When the memory is full, or when 99 messages have been recorded, **F** flashes in the message window. You need to delete messages to make room for new ones. When the memory is full, the system answers calls after 10 rings and announces, *"Memory is full,"* and then beeps twice without playing the outgoing announcement. Enter your remote access code and delete some or all messages.

To delete all messages, press and hold **DELETE** in idle mode. The system announces *"Messages deleted"* and permanently deletes all messages. The message window displays **0**. If there are new messages, the system will play an error tone and will not delete any messages.

To delete selected messages, press **DELETE** while the desired message is being played. The system will delete the message and play the next message. If you want to replay a message before deleting it, press ◀◀ **MEMO/REPEAT**.

Operation

Message window displays

DISPLAY	FUNCTION
 (Flashing)	The clock needs to be reset.
 (Steady)	The system is in clock setting mode.
 (Flashing)	The system is recording an announcement or a memo.
 (Steady)	The system is playing the announcement. - OR - The system is recording a message. - OR - The system is being accessed remotely.
 (Rotating)	Deleting all old messages.
 (Flashing)	Memory is full.
2-7	The number of rings before the system answers a call.
8	Toll saver is set to 2/4.
9	Toll saver is set to 4/6.
	The selected feature is on.
	The selected feature is off.
E	The language is set to English.
S	The language is set to Spanish.
0-7	The volume level appears while adjusting the volume.
0-99	The total number of messages (when the system is idle).

Remote operation

Access the answering system remotely

You can access many features remotely from a touch-tone telephone.

1. Dial your telephone number.
2. When the system answers, enter your 3-digit remote access code during or after the announcement. The system announces the number of messages, then begins playing back the messages. If the announcement continues to play after you have entered your remote access code, wait for the announcement to end, then enter the code again.
3. To use remote access commands (see below), press **5** during message playback and wait for the two-beep signal.
4. Enter a remote access command.


Feature summary

FUNCTION:	COMMAND:
Voice help menu	Press 5 .
Play all messages	After the 2 beeps, wait 4 seconds for the 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.
Stop new playback	Press 5 while the message is playing.
Skip a message	Press 6 while the message is playing.
Save message	Hang up.
Delete message	Press 3 while the message is playing.
Delete all messages	After listening to all messages and the system has beeped twice, press 3 twice.
Record announcement	Press *7 , after the beep. Record the announcement, and press 5 to stop. The system will then play back the announcement.
Review announcement	Press 7 .
Record memo	Press # , and speak after the beep. Press 5 to exit.
Review the clock	Press 8 .
Set the clock	Press *8 . Follow the prompts to set day, time and year.
Turn system off	Press *0 .
Turn system on	When the system is off, it answers after 10 rings, and announces <i>"The machine is off."</i> The system beeps twice. You can leave a message by pressing # , hang up to exit, or turn the system on as follows: <ul style="list-style-type: none">• Press *0, the system announces <i>"The machine is on, XX minutes to record,"</i> then beeps twice. The system is now turned on.
Review settings	Press 9 .

Remote operation

Feature summary (continued)

FUNCTION:	COMMAND:
End remote access call	Press *9. The system announces <i>"The machine will now hang up,"</i> and disconnects the call.

 **NOTE:** If no commands are entered within 15 seconds, the system announces, *"The machine will now hang up,"* and then disconnects the call

In case of difficulty

If you have difficulty operating this answering system, try the suggestions below. For customer service, or to purchase accessories or obtain replacement parts, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**. Please retain your receipt as your proof of purchase.

Messages are incomplete.

- The system can record messages of up to 3 minutes.
- If a caller leaves a long message, part of it might be lost when the system disconnects the call after 3 minutes.
- If the memory is full when recording a message, the system stops and disconnects the call.

The system does not answer after the correct number of rings.

- If the toll saver feature is on, the number of rings changes from 4 to 2, or 6 to 4, when there are new messages waiting.
- In some cases, the system might be affected by the ringing system used by the telephone service provider.
- If the system's memory is full or the system is off, the system answers after 10 rings.
- If the system is in feature setup mode and a call comes in, it will not answer the call until you press **▶/■ PLAY/STOP** or the setup timeout has elapsed.

The system does not record messages.

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

Incoming messages are not heard during recording.

- Press **VOLUME ▲▼** until the desired volume is reached.

In case of difficulty

System does not respond to remote commands.

- Make sure you are calling from a touch-tone telephone. When dialing a number, there should be audible tones. If there are clicks instead, the telephone is not a touch-tone telephone.
- The answering system may not detect the remote access code while the announcement is playing. Try entering the code again when the announcement is over.
- There may be noise interference on the telephone line. Press the dial buttons firmly.
- Make sure the remote access code is entered correctly.
- You might be calling from a telephone which sends tones too short for the 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 its AC power, it will not operate. The announcement and messages are retained in memory during a power failure, but it will be necessary to reset the clock. See the instructions at the bottom of the answering machine.
- If the system announces, *"Time and day not set,"* after announcing the time and day, it may be necessary to reset the clock. See the instructions at the bottom of the unit.

The system takes longer than usual to respond.

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

The message window is off.

- 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 turn on the system.

General product care

To keep the answering system working and looking good, follow these guidelines:

- Avoid putting it near heating appliances and devices which generate electrical noise (motors, fluorescent lights, etc.)
- **DO NOT** expose it to direct sunlight or moisture.
- Avoid dropping the answering system and/or other rough treatment.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case it is necessary to ship it at a later date.