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User's manual
part 2

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**.
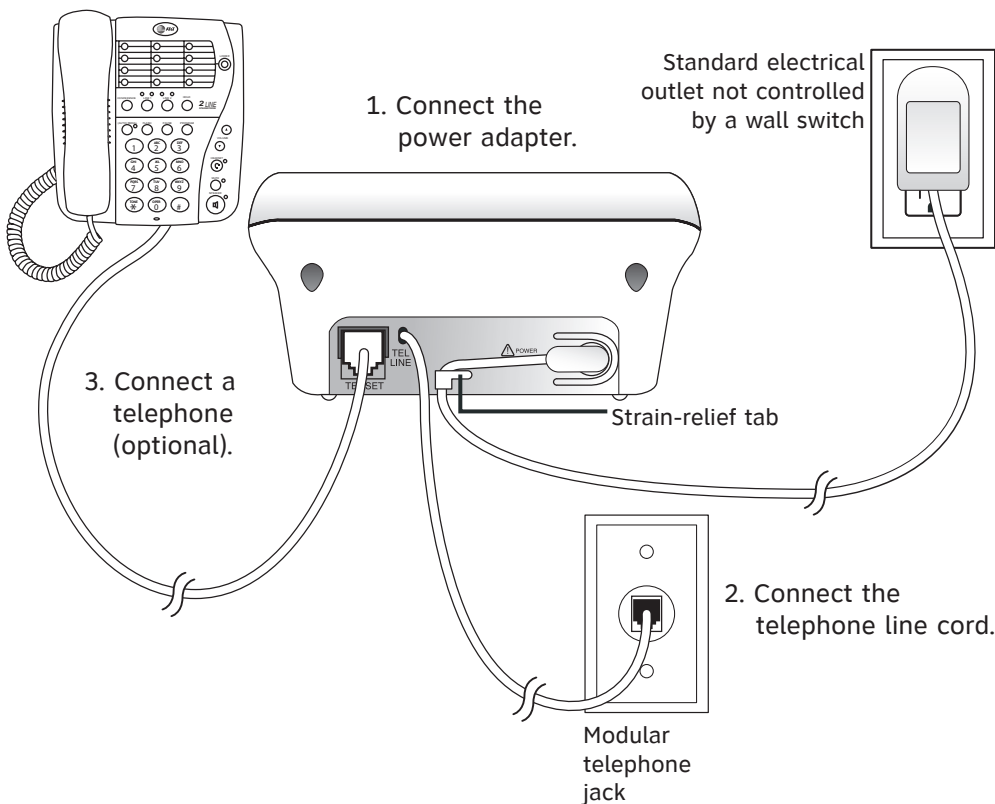
Installation

Parts list

- Telephone line cord
- 1739 answering system
- Wallet card
- Part 1 Important product information
- Part 2 User's manual

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.

⚠️ 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**.

Standard electrical outlet not controlled by a wall switch

1. Connect the power adapter.

3. Connect a telephone (optional).

TEL LINE
TEL SET
⚠️ POWER

Strain-relief tab

2. Connect the telephone line cord.

Modular telephone jack

Turn system on/off

Before proceeding to feature setup, press ⏻**ON/OFF** to turn the system on. 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.

ℹ️ *NOTES:*

1. If you do not want to connect this answering system to a telephone, skip step 3.
2. Power adapter
   Input: 120VAC, 60 Hz.
   Output: 6VAC, 350 mA.
3. If the message window is blank, 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 make sure the system is on.

1

Feature setup

Feature setup

1. To enter the feature setup mode, press and hold **SETUP** until the system announces *"Voice is..."*
2. Press **SETUP** repeatedly to hear each feature.
3. When you hear the feature you want to modify, press ▶▶ **ANNC/SKIP** or ◀◀ **MEMO/REPEAT** to change the setting.
4. Press ▶/■ **PLAY/STOP** to exit feature setup. The new setting will be saved.

When any feature is on, the message window displays ⬤.

When any feature is off, the message window displays ⬤.

Feature summary

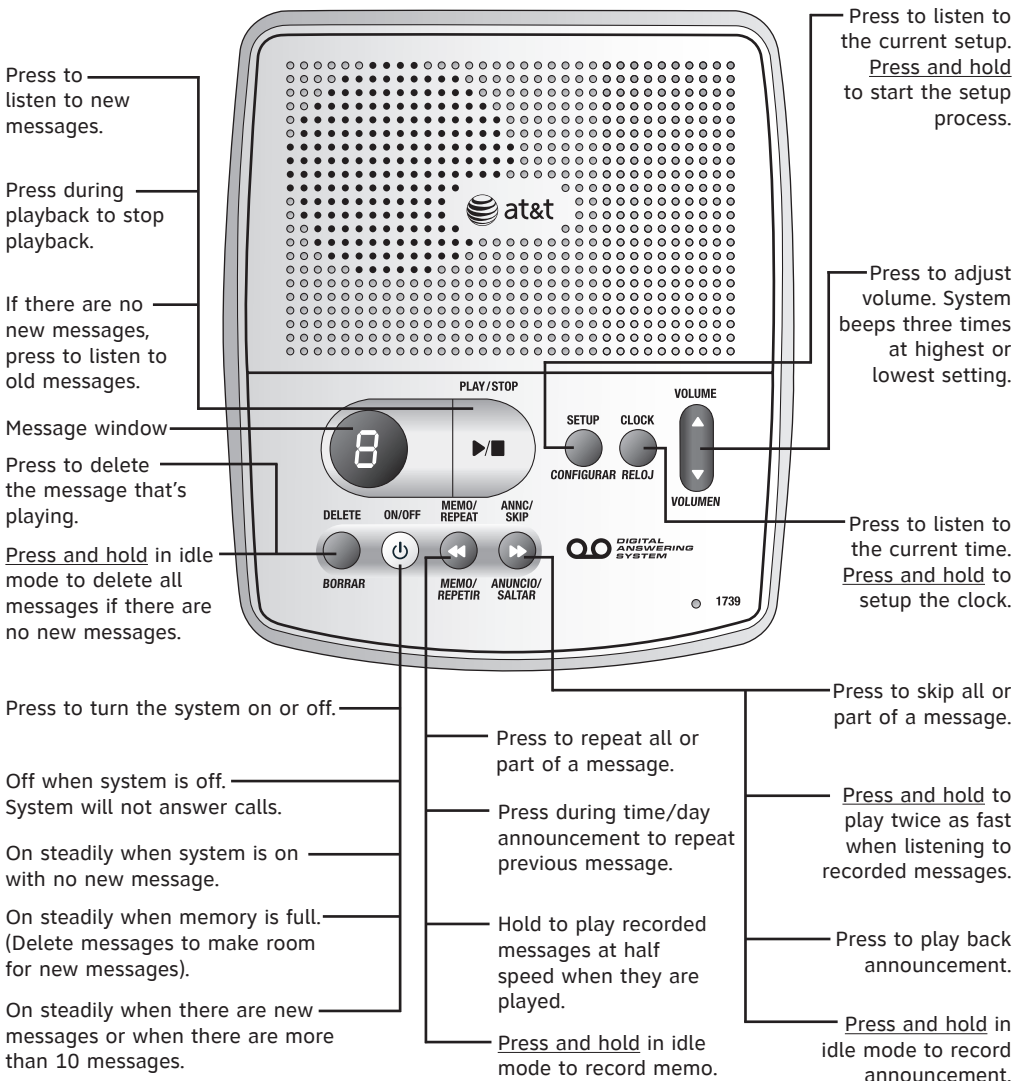| FEATURE	SYSTEM ANNOUNCEMENT	OPTIONS
LANGUAGE	*"Voice is..."*	• You may choose English or Espanol for the language used by the system when it announces voice prompts. • During setup, the message window will display the current language setting (*E* for English or *S* for Spanish).
RING SELECT	*"Number of rings is..."*	• Choose the number of rings before the system answers a call. You can set it between two and seven rings, toll saver 2/4 or toll saver 4/6. • When the toll saver is set as 2/4, the system answers after four rings if there are no new messages, or after two rings if there are new messages. When the toll saver is set as 4/6, the system answers after six rings if there are no new messages, or after four rings if there are new messages. • 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 between **500** and **999**. • The remote access code is preset to **500** and allows you to access many features of this answering system remotely from a touch tone telephone. • The three 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 (Please see **NOTE** on the right.)	*"Announcement monitor is..."*	• Choose on to listen to the announcement when the system answers a call. Choose off to silence your end of the call (The callers will still hear the announcement). **NOTE:** Volume must be set to an audible level to use the announcement monitor.
NUMBER ANNOUNCE (Please see **NOTES** on the right.)	*"Number announce is..."*	• When this feature is on, the system will announce the incoming telephone number between the second and third rings. **NOTES:** 1. When the number announce feature is on and ring select is set for two rings, the unit will answer after two rings to allow enough time for the system to announce the caller's telephone number. 2. For this feature to work, you must subscribe to the caller ID service from your local telephone company. There may be a fee for this service, and it may not be available in all areas.
STORE NUMBER (Please see **NOTE** on the right.)	*"Store number is..."*	• When this feature is on, the system will announce the incoming telephone number when it plays back a message. **NOTE:** For this feature to work, you must subscribe to the caller ID service from your local telephone company. There may be a fee for this service, and it may not be available in all areas.
ACCEPT BLOCKED CALLS (Please see **NOTES** on the right.)	*"Accept blocked calls is..."*	• Choose on to accept all calls. Choose off to 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. **NOTES:** 1. System only blocks calls that are marked **PRIVATE**. 2. For this feature to work, you must subscribe to the caller ID service from your local telephone company. There may be a fee for this service, and it may not be available in all areas.
AUDIBLE MESSAGE ALERT	*"Message alert is..."*	• 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; deleted messages cannot be retrieved.

To operate the system, follow the instructions below.

Press to listen to new messages.

Press during playback to stop playback.

If there are no new messages, press to listen to old messages.

Message window

Press to delete the message that's playing.

<u>Press and hold</u> in idle mode to delete all messages if there are no new messages.

Press to turn the system on or off.

Off when system is off. System will not answer calls.

On steadily when system is on with no new message.

On steadily when memory is full. (Delete messages to make room for new messages).

On steadily when there are new messages or when there are more than 10 messages.

Press to listen to the current setup. <u>Press and hold</u> to start the setup process.

Press to adjust volume. System beeps three times at highest or lowest setting.

Press to listen to the current time. <u>Press and hold</u> to setup the clock.

Press to skip all or part of a message.

<u>Press and hold</u> to play twice as fast when listening to recorded messages.

Press to play back announcement.

<u>Press and hold</u> in idle mode to record announcement.

Press to repeat all or part of a message.

Press during time/day announcement to repeat previous message.

Hold to play recorded messages at half speed when they are played.

<u>Press and hold</u> in idle mode to record memo.

PLAY/STOP

SETUP   CLOCK   VOLUME

CONFIGURAR RELOJ

VOLUMEN

DELETE   ON/OFF   MEMO/REPEAT   ANNC/SKIP

BORRAR   MEMO/REPETIR   ANUNCIO/SALTAR

DIGITAL ANSWERING SYSTEM

1739

Operation

Auto reset of answering system clock

After you set the time once, 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 local telephone company.

Set the Clock

You must set the clock so that the system announces the correct day and time of any incoming messages. Press ▶/■ **PLAY/STOP** to hear the current setting and to exit at anytime while setting the clock.

1. Press and hold **CLOCK** until the message window displays ⌐, and the default day is announced.

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 saved. The correct year setting is saved.

To check the clock, 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, before playing messages, the system will announce "*power failure*" each time.

Record your announcement
Before using this answering system, you should record the outgoing 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 at the lower right corner of the answering system, from about nine inches away. While recording, the message window blinks ⊖.

2. To stop recording, release ▶▶ **ANNC/SKIP**. The system automatically plays back the outgoing announcement.

To review the outgoing announcement, press ▶▶ **ANNC/SKIP**.

To erase the outgoing announcement and return to the pre-recorded announcement, press **DELETE** while the announcement is playing. Caller can skip the outgoing announcement by pressing **#**.

Record a memo

A memo can be up to three minutes and will be 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 memo, press ▶/■ **PLAY/STOP**.

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 three minutes. If the message is longer than three minutes, or if the caller is silent for more than seven consecutive seconds, or if the system runs out of memory, the system beeps once and hangs up. Callers can skip the outgoing announcement by pressing **#**.

Call screening/intercept

Turn on the answering system and set the volume control so you can hear the caller's message. 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. It will be necessary 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.

Operation

The system stops recording and you can answer calls. If the system does not disconnect immediately, press and release the telephone switch hook.

Caller ID number announce

NOTE: You must subscribe to the caller ID service from your local telephone company 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 telephone number of a caller between the second and third ring (See **Feature setup** and **Feature summary** on pages 2-3 to turn this feature on).

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

Accept blocked calls
When this feature is turned off, the system will respond to blocked calls (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 any incoming messages. When this feature is turned on, it will answer and record messages from any callers.

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.

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 was not set when the message was recorded, or there was a power failure after it was set, the system will announce *"power failure"* 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.

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 in memory, the system announces *"No messages."*

Play message at half speed - Press and hold ◀◀ **MEMO/REPEAT** while the message is playing.

Play message twice as fast - Press and hold ▶▶ **ANNC/SKIP** while the message is playing.

Repeat previous message - Press ◀◀ **MEMO/REPEAT** while message is playing, continue this process to listen to other previous messages.

NOTE: If there is only one message recorded in the system, the message will be played again after ◀◀ **MEMO/REPEAT** is pressed.

Skip to next message - Press ▶▶ **ANNC/SKIP**.

Stop message playback - Press ▶/■ **PLAY/STOP**.

Save messages
The system automatically saves all incoming messages if you do not delete them. The system can save approximately 40 minutes of messages, including the outgoing announcement, for a total of up to 99 messages. When the memory is full, some messages must be deleted before new messages can be recorded.

Memory monitor
To 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 less than five minutes remain, the system announces *"The machine is on. Less than five minutes to record."*)

Operation

Memory is full

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

Delete messages

Delete 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 unreviewed messages, the system will play an error tone and will not delete any messages.

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**. When the system reaches the end of the last message, those messages that have not been deleted will be renumbered and the message window will then display the total number of messages remaining in memory.

Message window displays

DISPLAY	FUNCTION
$\mathcal{C}$	Clock needs to be reset or the system is in clock setting mode.
⊖	**Flashing** - System is recording an announcement or a memo. **Steady** - Announcement is playing **- OR -** system is recording a message **- OR -** remote access is in progress.
$\mathcal{O}$	**Rotating** - Deleting.
F	**Flashing** - Memory is full.
$2-7$	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.
●	Feature is on.
⬤	Feature is off.
E	Language is set to English.
5	Language is set to Spanish.
$0-7$	Volume level appears when volume is adjusted.
$0-98$	Number of messages (when system is idle).

Remote operation

Connect with the answering system

You can access many features remotely from a touch tone telephone.
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 playing back the messages. If the announcement continues to play after you have entered 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.

Feature summary

FUNCTION:	COMMAND:
VOICE HELP MENU	Press **5**.
PLAY ALL MESSAGES	After the two beeps, wait four 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.
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 *"The machine is off"*. The system beeps twice. You have two options to turn the system on: 1. Press ***0**, the system announces *"The machine is on, xx minutes to record,"* then beeps twice. The system is now turned on. You can leave a message by pressing **#** or you can hang up to exit. 2. Enter your three-digit remote access code, press **5** during the message playback, then press **0**.
REVIEW SETTINGS	Press **9**.

Remote operation

Feature summary

FUNCTION:	COMMAND:
END REMOTE ACCESS CALL	Press ***9**. The system announces *"The machine will now hang up,"* and disconnects the call.

NOTE: If no commands are entered for 15 seconds the system will announce *"The machine will now hang up"* and disconnect.

In case of difficulty

If you have difficulty operating this answering system, try the suggestions below. For Customer Service, to purchase accessories or to 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.

Answering system operation

Messages are incomplete.	- The system can accept messages of up to three minutes. - If a caller leaves a long message, part of it might be lost when the system disconnects the call after three minutes. - If the memory is full when recording a message, the system stops and disconnects the call.
System does not answer after correct number rings.	- If the toll saver feature is on, the number of rings changes from four to two, or six to four, when there are 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. - 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.
System will 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

Answering system operation

System does not respond to remote command.	• 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 the 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, *"power failure"* after announcing the time and day, it may be necessary to reset the clock. See the instructions at the bottom of the unit.
System takes longer than usual to respond.	• If there are too many messages recorded, the system may take longer than usual to respond.
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 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.