



29878

**Digital Answerer  
User's Guide**

*Bought March 5, 2007.*



***We bring good things to life.***

## **IMPORTANT INFORMATION**

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**NOTICE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Industry Canada does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe systems, if present, are connected together. This precaution may be particularly important in rural areas.

**CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

**NOTES:** This equipment may not be used on coin service provided by the telephone company.

Party lines are subject to telephone company tariffs and, therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.

## **INTERFERENCE INFORMATION**

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If this equipment does cause interference to radio or television reception (which you can determine by turning the equipment off and on), try to correct the interference by one or more of the following measures.

- Reorient the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference.)
- Change the position of the computer with respect to the radio or television equipment that is receiving interference.
- Move the Telephone Answering System away from the equipment that is receiving interference.
- Plug the Telephone Answering System into a different wall outlet so that the Telephone Answering System and the equipment receiving interference are on different branch circuits.

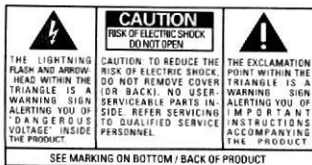
If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions.

INDUSTRY CANADA NUMBER IS LOCATED ON THE CABINET BOTTOM  
REN NUMBER IS LOCATED ON THE CABINET BOTTOM

# TABLE OF CONTENTS

IMPORTANT INFORMATION .....	2	PLAYING MESSAGES .....	15
INTERFERENCE INFORMATION .....	2	ERASING ALL MESSAGES .....	16
INTRODUCTION .....	4	LEAVING A MEMO .....	16
BEFORE YOU BEGIN .....	4	SCREENING CALLS (AUTO DISCONNECT FEATURE) .....	16
PARTS CHECKLIST .....	4	REMOTE ACCESS .....	17
MODULAR JACK REQUIREMENTS .....	4	GENERAL PRODUCT CARE .....	18
INSTALLING THE BATTERY .....	5	TROUBLESHOOTING TIPS .....	19
INSTALLATION .....	6	TELEPHONE NETWORK INFORMATION .....	21
IMPORTANT INSTRUCTIONS FOR MOVING THE ANSWERER: .....	7	REN NUMBER .....	21
SET UP .....	8	INDEX .....	22
RECORDING THE GREETING .....	8	REMOTE ACCESS CARD .....	23
INFORMATION ABOUT THE GREETING .....	9	SERVICE .....	24
CHANGING THE SETTINGS .....	9		
SETTING THE TIME/DAY .....	10		
HOUR .....	10		
MINUTES .....	10		
DAY .....	11		
SETTING THE RINGS TO ANSWER .....	11		
INFORMATION ABOUT TOLL SAVER .....	12		
SETTING THE INCOMING MESSAGE TIME .....	12		
SETTING THE SECURITY CODE .....	13		
REVIEWING THE SETTINGS .....	14		
ADJUSTING THE VOLUME .....	14		
MESSAGES INDICATOR .....	14		

**WARNING:** TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.



## INTRODUCTION

Your Digital Answerer is designed to give you flexibility in use and high quality performance. To get the most from your new answerer, we suggest that you take a few minutes right now to read through this instruction manual.



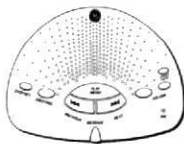
**CAUTION:** When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the **IMPORTANT SAFETY INSTRUCTIONS** provided with this product and save them for future reference.

## BEFORE YOU BEGIN

### PARTS CHECKLIST

Make sure your package includes the following items:

### MODULAR JACK REQUIREMENTS

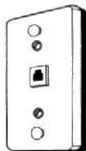


Answerer



AC power supply

You need an RJ11 (CA11A) type modular jack, which is the most common type of phone jack and might look like the one pictured here. If you don't have a modular jack, call your local phone company to find out how to get one installed.



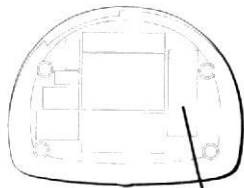
## **INSTALLING THE BATTERY**

In the event of a power loss, a 9-volt alkaline battery (not included) enables the answerer to retain messages stored in memory. To install the battery:

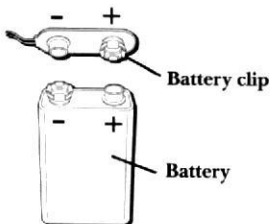
1. Remove the battery compartment door on the bottom of the unit by loosening the screw with a Phillips screwdriver. Lift the door.
2. Connect a fresh 9-volt alkaline battery (not included). The large and small contacts on the battery clip and the battery will interlock. Once connected, place the battery inside the battery compartment.
3. Replace the battery compartment door and tighten the screw.

**NOTE:** If the battery is low or not installed, the unit announces "Low Battery" at the end of your messages.

**IMPORTANT:** If you're not going to use the unit for more than 30 days, remove the batteries because they can leak and damage the unit.



**Battery compartment door**

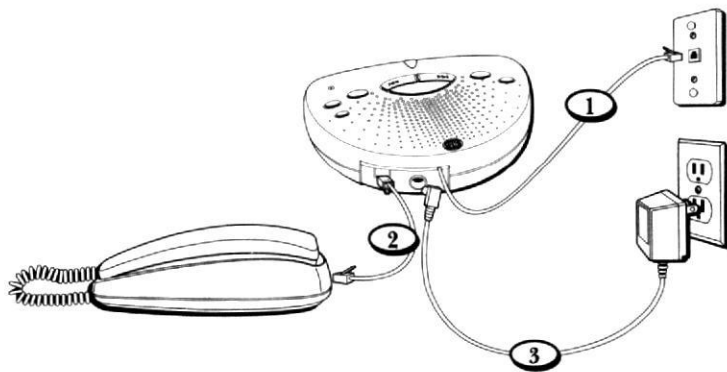


## INSTALLATION



### CAUTION:

- Unplug phone cord from wall before installing or changing batteries.
- Never install telephone wiring during a lightning storm.
- Never touch uninsulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.



1. Plug the telephone line cord into a modular wall jack.
2. Connect the telephone line cord from your telephone into the jack on the back of the answerer marked PHONE. (You don't have to connect your telephone in order for the answerer to record incoming messages.)

3. Connect the small end of the power supply into the **POWER 9V AC** jack on the back of the answerer. Plug the other end into an AC power outlet. The unit announces "please wait for the beep." The unit pauses while the **MESSAGE** indicator flashes and then beeps again when it is ready for setup or to answer calls with the default greeting and settings.



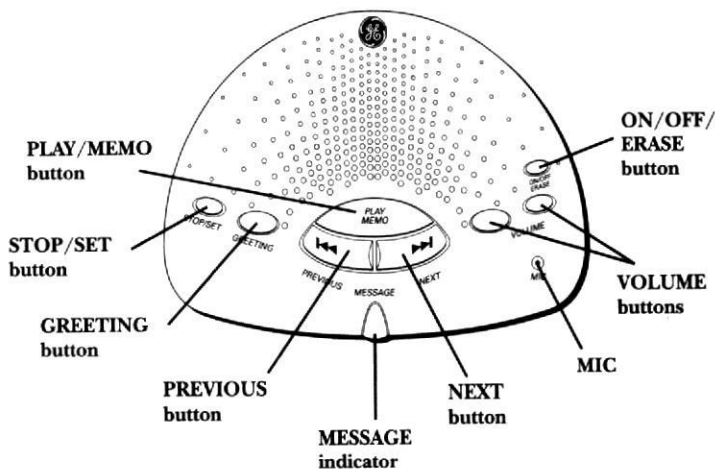
**CAUTION:** Only use the ATLINKS USA, Inc. 5-2434 power supply that was packed with this unit. Using other power supplies may damage the unit.

### **IMPORTANT INSTRUCTIONS FOR MOVING THE ANSWERER:**

To move the answerer to a different location in the house, follow these instructions:

1. Disconnect the phone line or any phones you may have connected to the unit.
2. Install a battery, if you have not already done so. This will ensure that your messages are not lost. See "Installing the Battery."
3. Go to the electrical outlet and unplug the power supply.
4. Move the unit and phone line to the desired location.
5. Plug the power supply into an electrical outlet.
6. The **MESSAGES** indicator flashes slowly if there is a new message.
7. Connect all necessary phone lines.

## SET UP



### RECORDING THE GREETING

Before using your new answerer, you should record a greeting (the announcement callers hear when your answering system answers a call). If you don't record a greeting, callers hear a default greeting which says, "We are unavailable to take your call. Please leave a message. Thank you for calling."

When recording the greeting you should be about 6 to 8 inches from the unit. Eliminate as much background noise as possible.



1. Prepare your greeting.

**Sample Greeting:** Hi, this is (use your name here). I can't answer the phone right now, so please leave your name, number, and a brief message after the tone, and I'll get back to you. Thanks.

2. Hold down the GREETING button. Unit announces "Record greeting after tone." After the tone you have 60 seconds to record your greeting.
3. Release the GREETING button when you finish. The unit beeps, and the greeting plays back automatically.

### **INFORMATION ABOUT THE GREETING**

1. To review the default greeting or review your recorded greeting, press and quickly release the GREETING button. The unit plays the current greeting.
2. If you want to erase your greeting, press and hold the ERASE button while your recorded greeting is playing. The built-in greeting will be restored.

**NOTE:** Your recording time should not be less than 2 seconds. Otherwise the unit will return to the default greeting.

### **CHANGING THE SETTINGS**

This function allows you to change the Time/Day, Rings to Answer, message time and Security Code settings.

## SETTING THE TIME/DAY

This setting allows you to set the current time and day for the Time/Day stamp attached to each message.

Range of Settings	
Time	
Hour	12 a.m. - 11 p.m.
Minute	0 - 59
Day	Sunday - Monday
Rings to Answer	2,3,4,5 toll saver
Message time	1,2,3,4, minutes
Security Code	0 - 9, 0 - 9, 0 - 9

Default Settings	
Time	12 a.m. Sunday
Rings to Answer	4
Message time	2
Security Code	123

## HOURL

1. Press and hold the STOP/SET button for two seconds, then release to access the set up menu. The unit announces, "Time (the current time and day setting) To set hour, press next...press set to continue."
2. To change the hour, press and release the NEXT or PREVIOUS button and the unit announces an hour, such as "12am, 1am, 2am," or "12am, 11pm, 10pm."
3. After choosing the hour, press and release the STOP/SET button to store the hour. The unit enters the Minute menu.

## MINUTES

1. The unit announces, "(the current minutes setting) To set minutes, press next...press set to continue."

2. To change the minutes, press and release the NEXT or PREVIOUS button and the unit announces a minute such as "01, 02, 03" or "59, 58, 57"
3. After choosing the minute, press and release the STOP/SET button to store the minute. The unit enters the Day menu.

## **DAY**

1. The unit announces, "(the current day setting) To set day, press next...press set to continue."
2. To change the day, press and release the NEXT or PREVIOUS button and the unit announces a day, such as "Sunday, Monday" or "Sunday, Saturday."
3. After choosing a day, press and release the STOP/SET button to store the day. The unit enters the Rings to Answer menu.

## **SETTING THE RINGS TO ANSWER**

This setting allows you to select the number of rings before the unit answers a call.

1. The unit announces, "Rings to Answer ( the current rings to answer setting ) To set rings to answer, press next...press set to continue."
2. To change the rings to answer, press and release the NEXT or PREVIOUS button and the unit announces a number such as "2,3,4," or "2, toll saver, 5."

3. After choosing a number, press and release the STOP/SET button to store the rings to answer. The unit confirms the setting and enters Message Length menu.

#### **INFORMATION ABOUT TOLL SAVER**

Toll Saver can save you the cost of making a call when you access your messages from another phone:

- If you have new messages, the unit answers after the 2nd ring.
- If you have no new messages, the unit answers after the 5th ring.

You can hang up after the 3rd ring and save the pay telephone or long distance charge.

#### **SETTING THE INCOMING MESSAGE TIME**

This setting allows you to select the length of the incoming message.

1. The unit announces "Message Time (current message length) minutes. To set message time, press next, press set to continue."
2. To change the message length, press and release the NEXT or PREVIOUS button and the unit announces a number, such as "1,2,3,4."
3. After choosing a number, press and release the STOP/SET button to store the message time. The unit enters Security Code Menu.

## SETTING THE SECURITY CODE

This setting allows to change the factory default security code used to access your answerer from a remote location. The default code is 123.

1. The unit announces, "Security code (the current 3 number Security Code setting). To set security code, press next...press set to stop."
2. If you press and release the STOP/SET button, the unit announces all the new settings and exit the set up menu.
3. If you press and release NEXT or PREVIOUS button, unit announces "Security Code (current 3 number). To set security code, press next, press set to continue".
4. To change the first security code number, press and release the NEXT or PREVIOUS button again. The unit announces all three numbers, but only the first number will change, such as "123, 223," or "123, 023".
5. After choosing the first number, press and release the STOP/SET button to store the first number.
6. The unit automatically advances to the second number and announces "Security Code (current 3 number). To set security code, press NEXT then press SET to continue." To change the second and third numbers, repeat steps 4 and 5. After the third number is stored, the unit announces all the stored settings and exits the setup menu.

## **REVIEWING THE SETTINGS**

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This function allows you to review the current time, rings to answer, message time and security code.

- Press and release the STOP/SET button to start the review. The unit announces the current settings.

## **ADJUSTING THE VOLUME**

Use the VOLUME + and - buttons to increase or decrease the volume. The unit beeps when it is not announcing a setting or playing a message.

## **MESSAGES INDICATOR**

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The MESSAGES indicator lets you know the status of your unit.

### *STATUS*

Message Indicator flashes slowly.

### *EXPLANATION/SOLUTION*

There are new messages. Press PLAY/MEMO to hear your messages.

Message Indicator flashes rapidly.

Memory is full. Erase some messages

Message Indicator is lit and not flashing.

Answerer is on. No action required, unit is ready to receive calls.

Message Indicator is off.

Answerer is off. Press ON/OFF/ERASE button to turn on.

## **PLAYING MESSAGES**

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When the message indicator flashes slowly you have received new messages. Messages play back in first received-first played order. If there are new messages, the unit plays new messages first, followed by old messages. If using remote access, the unit plays all messages, new and old, in first-received-first played order.

**NOTE:** When the answerer is off, it answers calls after 10 rings but doesn't play the greeting. The answerer doesn't take messages when it is turned off.

- To playback messages, press and release the **PLAY/MEMO** button.
- To stop playback, press and release the **STOP/SET** button.
- To restart playback of a current message, press and hold the **PREVIOUS** button until the message restarts from the beginning.
- To go back to the beginning of a previous message, press and release the **PREVIOUS** button within one second.
- To fast forward through a message, press and hold the **NEXT** button.
- To skip to the beginning of the next message, press and release the **NEXT** button.
- To erase a message while it is playing, press and hold the **ON/OFF ERASE** button. The answerer announces, "Message Erased" to confirm the message has been erased.

**NOTE:**

- An 'old' message is a message that has been listened to (including the time and day) and not erased.
- A 'new' message is a message that has not been listened to completely.
- At the end of each message the unit announces the time and day the message was received.

At the end of messages playback the unit announces "end of messages." If no battery is installed or the battery is low, the unit announces "low battery."

**ERASING ALL MESSAGES**

When the answerer isn't playing or recording messages, press and hold the ERASE button until you hear the "Messages Erased" announcement. Release the button after the announcement. This feature allows you to erase all old messages but not new messages. If you do not have any messages, the unit will announce, "Zero Messages."

**NOTE:** To erase new messages, play them, then press ERASE during playback.

**LEAVING A MEMO**

Press and hold the MEMO button. Record your message after the announcement and the beep are heard. Release the MEMO button when you're finished talking. The unit treats the memo as a message, and the MESSAGES indicator will flash.

**SCREENING CALLS (AUTO DISCONNECT FEATURE)**

When a call comes in the unit rings the number of set times, plays the greeting, and records the incoming call.

You may screen incoming calls by listening as the caller leaves a message. If you want to talk to that caller, pick up any extension phone.



Auto Disconnect tells the unit to stop playing the greeting or recording a message when an extension phone is picked up. Sometimes you may pick up the phone and the machine keeps playing the greeting. This is normal. If you want to pick up the phone while the greeting is playing, wait about two seconds after the system answers before picking up the phone.

If the greeting continues to play after picking up an extension phone, press and release the STOP/SET button.

## **REMOTE ACCESS**

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You can access your answerer from any touch-tone phone by entering your 3-digit security code (the default security code is 123, but you can change it.) Be aware that remote functions do not work with rotary or push-button, pulse-dialing phones. You can cut out the wallet-size remote card located at the end of this instruction book so you will have the touch-tone commands when you're picking up messages from another location.

### **To access your answerer:**

1. Call your telephone number.
2. After you hear the beep that follows the greeting, enter your 3-digit security code. To bypass the greeting, you can enter your 3-digit security code any time while the greeting is playing.
3. Unit beeps to confirm you have accessed the remote functions and begins playing the remote functions menu.

4. Select the function you want to use and press that number on the phone's keypad you are using.
5. To end the call, hang up or press the "6" button while the menu is playing.

**NOTE:** The unit answers on the 10th ring if the unit is turned off or the memory is full. To access the answerer, enter the 3-digit security code after the beeps. If memory is full, playback your messages and erase some of them to restore memory. If the answerer is off, press 2 to turn it on. If you want to end a call while a message is playing, just press and release the "6" button twice on the phone you are using.

**NOTE:** After the unit plays the remote menu, it will wait 10 seconds for a command. If a command is not entered, the unit disconnects. The unit only allows two attempts at accessing the security code. If the second attempt is incorrect, the unit will end the call.

## **GENERAL PRODUCT CARE**

To keep your answerer working and looking good, follow these guidelines:

- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose to direct sunlight or moisture.
- Avoid dropping answerer 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 you need to ship it at a later date.

## **TROUBLESHOOTING TIPS**

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### **DOESN'T ANSWER, OR ANSWERS ON 10TH RING**

- Make sure answerer is turned on.
- Memory is full, erase some messages.
- Check AC power and phone line connections.

### **INCOMING MESSAGES ARE INCOMPLETE**

- Was an extension phone picked up?
- The caller left a message that is longer than the message length you chose during setup.
- Memory is full.
- You accidentally pressed the STOP/SET button when you were playing back your messages.

### **WON'T RESPOND TO REMOTE COMMANDS**

- You must use touch-tone phone.
- You must enter the correct security code.
- Did the unit hang up? If you take no action for a period of time, it automatically hangs up.

### **ANSWERER DOESN'T WORK**

- Remove the battery, then unplug the power cord from the electrical outlet and from the back of the unit. Replace the battery, then plug the power cord back into the back of the unit and the electrical outlet. This is a complete reset.

### **CAN'T HEAR MESSAGES**

- Adjust the volume control.

#### **UNIT ANNOUNCES "LOW BATTERY"**

- Install a new 9-volt alkaline battery.

#### **CAN'T RESTART THE MESSAGE**

- You must play messages for at least 5 seconds before pressing and holding the PREVIOUS button.

#### **MESSAGES INDICATOR FLASHES RAPIDLY**

- Memory is full. Erase some messages.

#### **GREETING CONTINUES TO PLAY EVEN AFTER AN EXTENSION PHONE IS PICKED UP**

- This is normal operation. Auto disconnect is delayed for 2 seconds after the unit answers a call. If you are near the unit, press the STOP/SET button to stop the greeting.

## **TELEPHONE NETWORK INFORMATION**

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Should your equipment cause trouble on your line which may harm the telephone network, the telephone company, where practicable, may notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company will likely give you adequate notice to allow you to maintain uninterrupted service.

Notice must be given to the telephone company upon termination of your telephone from your line.

## **REN NUMBER**

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On the bottom of this equipment is a label indicating, among other information, the Industry Canada Registration number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

# INDEX

---

## A

Adjusting the Volume 14

## B

Before You Begin 4

## C

Changing the Settings 9

## D

Day 11

## E

Erasing All Messages 16

## G

General Product Care 18

## H

Hour 10

## I

Important Information 2

Important Instructions for Moving the Answerer 7

Information About the Greeting 9

Information About Toll Saver 12

Installation 6

Installing the Battery 5

Interference Information 2

Introduction 4

## L

Leaving a Memo 16

## M

Messages Indicator 14

Minutes 10

Modular Jack Requirements 4

## P

Parts Checklist 4

Playing Messages 15

## R

Recording the Greeting 8

Remote Access 17

Remote Access Card 23

REN Number 21

Reviewing the Settings 14

## S

Screening Calls (Auto Disconnect Feature) 16

Service 24

Set Up 8

Setting The Incoming Message Time 12

Setting the Rings to Answer 11

Setting the Security Code 13

Setting the Time/Day 10

## T

Telephone Network Information 21

To access your answerer 17

Troubleshooting Tips 19



## SERVICE

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ATLINKS Communications Canada, Inc., warrants to the purchaser or gift recipient that if any manufacturing defect becomes apparent in this product within 1 year from the original date of purchase, it will be replaced free of charge, including return transportation.

This warranty does not include damage to the product resulting from accidents, misuse or leaking batteries.

Should your product not perform properly during the warranty period, either:

1. Return it to the selling dealer with proof of purchase for replacement,  
OR
2. Remove the batteries (where applicable), and pack product complete with accessories in the original carton (or equivalent).  
— Mail prepaid (with proof of purchase) and insured to:

**ATLINKS Communications Canada, Inc.**  
**c/o Thomson multimedia Ltd.**  
**6200 Edwards Boulevard**  
**Mississauga, Ontario**  
**Canada L5T 2V7**

The provisions of this written warranty are in addition to and not a modification of or subtraction from the statutory warranties and other rights and remedies contained in any applicable legislation, and to the extent that any such provisions purport to disclaim, exclude or limit any such statutory warranties and other rights and remedies, such provisions shall be deemed to be amended to the extent necessary to comply therewith.

If you are unable to find a qualified servicer for out of warranty service, you may write to:

ATLINKS Communications Canada, Inc.  
c/o Thomson multimedia Inc.  
P.O. Box 0944  
Indianapolis, Indiana, U.S.A., 46206-0944

Attach your sales receipt to this booklet for future reference. This information is required if service is needed during the warranty period.

PURCHASE DATE \_\_\_\_\_

NAME OF STORE \_\_\_\_\_

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