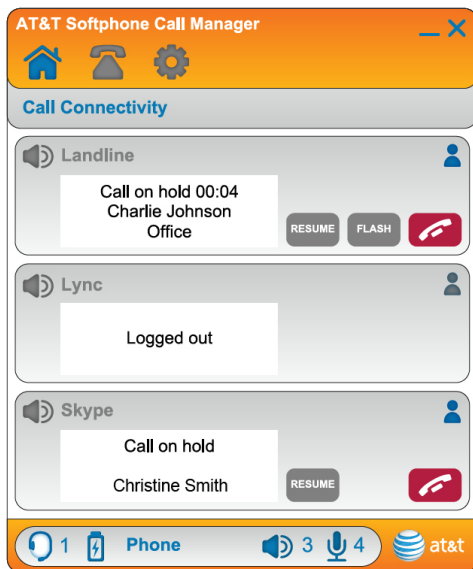




at&t




Installation and Operation Guide for AT&T Softphone Call Manager for use with TL7910/TL7912 headset



Installation and Operation Guide for AT&T Softphone Call Manager for use with TL7910/TL7912 headset

Table of contents

Getting started

Introduction.....	1
Installation.....	2
Compatibility.....	2
Installation.....	2
Important settings.....	3
Audio settings.....	3
Skype access authorization....	4
Quick reference guide -  Call Connectivity panel.....	5
Call status messages.....	6
Battery status.....	6
Quick reference guide -  Landline panel.....	7
Quick reference guide -  Settings panel.....	9
Settings.....	10
About Settings.....	10
Settings - GENERAL.....	11
Default mode.....	11
Low battery alert tone.....	12
Ringer tone.....	12
Second inbound call alert... 13	
Microphone mute alert tone.....	13
Action on player when calls begin.....	14
Voice answer call.....	14
On screen display.....	15
Settings - LANDLINE.....	16
Caller ID Announce.....	16

Dial mode.....	16
No line alert display.....	17
Ringer played at location... 17	
PC speaker.....	18
Settings - SOFTPHONE.....	19
Caller ID Announce.....	19
Not installed alert display... 19	
Incompatible version alert display.....	20
Settings - ABOUT.....	21
User guide.....	21
Contact.....	21
Headset operating range.... 22	
Software update.....	22

Operation

Making, answering and ending calls.....	23
Log in Skype/Lync.....	23
Make a call.....	24
Answer a call.....	25
End a call.....	26
Options while on calls.....	27
Hold.....	27
Mute.....	28
Landline call waiting.....	29

Phonebook

Create phonebook entries.....	30
Create a new phonebook entry.....	30
Import phonebook entries.....	31

Import phonebook entries from Microsoft Outlook.....	31
Review and search the phonebook.....	32
Review and search phonebook entries	32
Dial, edit or delete phonebook entries	33
Dial a phonebook entry	33
Edit a phonebook entry.....	33
Delete a phonebook entry...	34

Caller ID

Call log	35
View the call log.....	35
Dial a call log entry.....	35
Delete a call log entry.....	36
Delete all call log entries...	36
Save a call log entry to the phonebook.....	37
Edit a call log entry.....	37
Voice command.....	38
About voice command.....	38
Using voice command.....	38
On screen display.....	38
General commands	39
Commands to make a call...	39
Commands when there is an incoming call	40

Appendix

Troubleshooting	41
-----------------------	----

Index

Index.....	45
------------	----

Introduction


The **AT&T Softphone Call Manager** helps you to unify your everyday business communication using your AT&T TL7910/TL7912 cordless headset. Before using the **AT&T Softphone Call Manager**, make sure you have:




1. Installed your TL7910 headset using installation option 3, or TL7912 headset using installation option 2 as described in their respective user's manuals.
2. Installed the **AT&T Softphone Call Manager** on your computer using the **CD-ROM** provided in the package.


-OR-

Visit **www.telephones.att.com/downloads** to download the software. Unzip and install the file after download.

With the USB cable connected to the headset base and software installed on your computer, you can make or receive traditional landline calls, VoIP calls through Skype™ or Microsoft Lync®, or even use the voice command feature to make or answer calls by simply saying specific commands.

You can use the dial pad in the  (**Landline**) panel to make traditional landline calls. You can also add phonebook entry or import phonebook entries from Microsoft Outlook® into the software **PHONEBOOK** tab. The **CALL LOG** tab provides you with information of all incoming, outgoing and missed calls.

In the  (**Call Connectivity**) panel, you can view the current status of your Skype, Lync and landline calls. To make VoIP calls, launch your Skype or Lync and dial the number from there. To receive or end calls, you can simply press the  button on the headset, use the Skype or Lync program, or use the corresponding buttons in the  (**Call Connectivity**) panel.

You can check for software updates or configure various settings in the  (**Settings**) panel to best suit your needs.

Microsoft® and Microsoft Outlook® are registered trademarks of Microsoft Corporation.

The Skype name is a trademark of Skype.

Microsoft Lync is a registered trademark of Microsoft Corporation.

Installation

Compatibility

The **AT&T Softphone Call Manager** works with Microsoft® Windows® 2000, Windows XP®, Windows Vista® or Windows 7 systems with the following programs:

Skype® 5.0 or above	Microsoft Lync® 2010
Windows Media Player® 10 or above	iTunes® 10 or above
Microsoft Outlook® 2003 or above	

Installation

To install the **AT&T Softphone Call Manager**:

1. Put the CD-ROM that comes with the package into the PC. Open **My computer**, then double click to open the disk drive.

-OR-

Visit www.telephones.att.com/downloads to download the software. Unzip the file after download.

2. Double click the installation file to begin the InstallShield Wizard.
3. If any security warning window pops up, click the appropriate button to authorize the installation of the software. Click **Run**
4. Click **Next>**. Read the license agreement, then accept the terms by pressing the upper checkbox. Press **Next>** to continue
5. The default installation path is C:\Program Files\AT&T\AT&T Softphone Call Manager. Click the **Browse...** button to change the path if necessary. Click **Next>**.
6. Click **Install** to begin installation.
7. When the installation is done, press **Finish** to exit the installation program. If you want to launch the **AT&T Softphone Call Manager** after installation, tick the option checkbox before pressing **Finish**.

Windows®, Windows XP®, Windows Vista® and Windows Media Player® are registered trademarks of Microsoft Corporation.

iTunes® is a registered trademark of Apple, Inc.


All other trademarks are the properties of their respective owners.

Important settings

Audio settings

After you have installed the **AT&T Softphone Call Manager**, check to make sure the audio setting is properly configured in your Windows system. If you have installed Skype and/or Microsoft Lync and want to use them with your headset, make sure the audio settings are configured correctly in the programs as well.

a) Audio settings in Windows system:

- i. Launch the **AT&T Softphone Call Manager** program.
- ii. Click the  (**Settings**) panel, then the **GENERAL** tab.
- iii. Click [**Click to launch audio devices control panel**].
- iv. Make sure **AT&T DECT Headset** is selected under the playback and recording settings in your Windows system.

b) Audio settings in Skype:


- i. Launch the Skype program.
- ii. Click **Tools**, then **Options**.
- iii. Click **Audio settings**.
- iv. Make sure **AT&T DECT Headset** is selected under the speakers and microphone settings.

c) Audio settings in Microsoft Lync:

- i. Launch the Microsoft Lync program.
- ii. Click **Options**, then **Audio device**.
- iii. Make sure **AT&T DECT Headset** is selected under the Audio device setting.

IMPORTANT



Periodically check for software updates. Go to the **ABOUT** tab under the  (**Settings**) panel in the **AT&T Softphone Call Manager**, then click **Check Update**. For more details, refer to the **Software update** section on page 22.

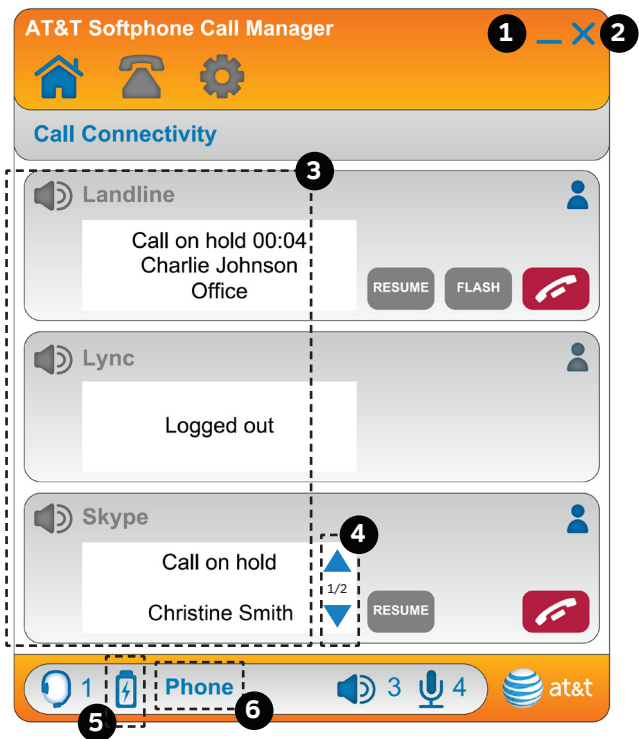
Important settings

Skype access authorization

The first time you run Skype after you have installed the **AT&T Softphone Call Manager**, Skype may ask for your authorization to run the softphone program. Click the appropriate button on the screen to allow the access.

If you have accidentally denied the access, follow the steps below to allow the access:

- Launch Skype, then go to **Tools > Options > Advanced > Advanced Settings > Manage other programs' access to Skype > Locate ATTSCM.exe > Click Change > Check Allow this program to use skype > Click OK.**

Quick reference guide -  Call Connectivity panel

- 1. Minimize button** -- Click the button to minimize the software.
- 2. Close button** -- Click the button to close the software.
- 3. Call status** -- Displays the status of Skype/Lync/landline calls.
- 4. Switch between Skype/Lync calls** -- Click ▲ or ▼ to switch between calls when there are multiple calls.
- 5. Battery status** -- Displays the battery status of the active headset when it is placed in the headset base (see page 6).
- 6. Current mode** -- Displays whether the active headset is in **Phone**, **PC**, or **Phone - lifter** mode.




Quick reference guide -  Call Connectivity panel**Call status messages**

The table below summarizes all the call status messages in the **Call Connectivity** panel.

Call ended	You have just ended a call.
Call on hold	The call is being put on hold.
Calling to	You are making an outside call.
Check telephone line	No telephone line is connected to the headset base.
Incoming call	There is an incoming call.
Incompatible version	The Skype/Lync version you are currently using is not compatible with the software.
Logged in	You have logged in to Skype/Lync.
Logged out	You have logged out from Skype/Lync.
Not installed	Skype/Lync is not installed on your computer.
On a call with	You are on a call with XXX.


Battery status

The table below summarizes all the battery status when the headset is placed in the headset base.

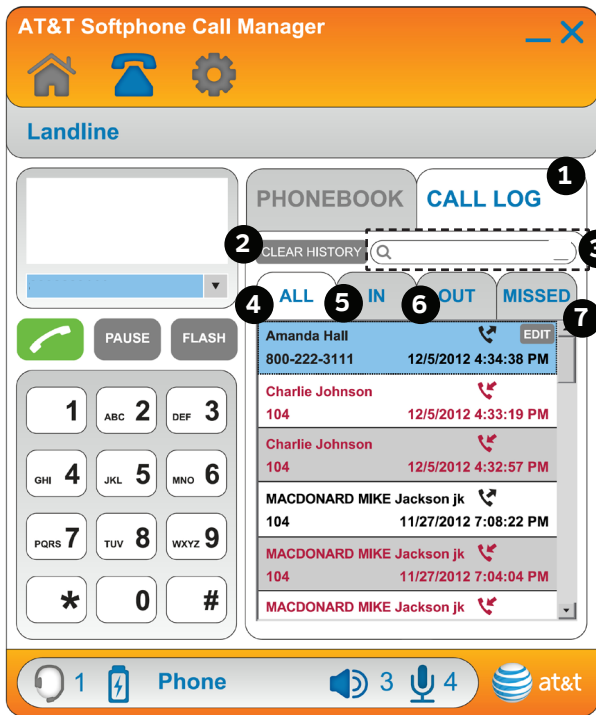
	The headset battery has no or very little charge.
	The headset battery is charging.
	The headset battery is fully charged.

Quick reference guide - 📞 Landline panel



1. **PHONEBOOK tab** -- Click the tab to show the phonebook.
2. **IMPORT** -- Click to import contacts from Microsoft Outlook.
3. **ADD** -- Click to create a new phonebook entry.
4. **Search bar** -- Enter characters or numbers to search for phonebook entries.
5. **Dial box** -- Enter numbers to call or click ▼ to choose the desired number from dialing history.
6.  -- Click to make a landline call.
7. **PAUSE** -- Click to add a three-second pause.
8. **FLASH** -- Click to switch between landline calls.

Quick reference guide - 📞 Landline panel



- 1. CALL LOG tab** -- Click the tab to show the call log.
- 2. CLEAR HISTORY** -- Click to delete all records in the call log.
- 3. Search bar** -- Enter characters or numbers to search for call log entries.
- 4. ALL** -- Click to show all landline call records.
- 5. IN** -- Click to show the records of incoming landline calls.
- 6. OUT** -- Click to show the records of outgoing landline calls.
- 7. MISSED** -- Click to show the records of missed landline calls.


Quick reference guide - ⚙ Settings panel



- 1. GENERAL, LANDLINE, SOFTPHONE, and ABOUT tabs** -- Click the tab of the setting you want to edit (see **Settings** on pages 10-22).
- 2. Introduction panel** -- Provides an introduction for each item in the **SETTINGS** panel.
- 3. RESTORE DEFAULT** -- Click to restore all settings to their default settings.
- 4. APPLY** -- Click to confirm any setting changes.

Settings

About Settings

You may customize various settings in the  (**Settings**) panel before you start using the software. Below is an introduction of what you can set in each tab.

Use the **GENERAL** tab to set the headset base default mode, headset low battery alert tone, ringer tone, second inbound call alert, headset microphone muted alert, action on player when calls begin, voice answer call or on screen display.

Use the **LANDLINE** tab to set the landline caller ID announce, dial mode, no line alert display, the location of the ringer to be played or PC speaker.

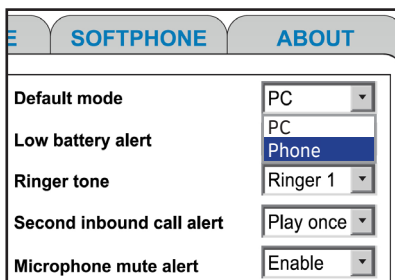
Use the **SOFTPHONE** tab to enable or disable softphone caller ID announce, the alert message when Skype or Lync is not installed on your computer, or when their versions are incompatible with this software.

Use the **ABOUT** tab to download the **Installation and Operation Guide** of the software, or to obtain customer service information. You can also set headset operating range, check the current software and firmware versions, or check if there is an updated software version for download.

Settings - GENERAL

Default mode

Before using the headset, you may change the default mode of your headset. When you press **Ⓟ** on your headset in idle mode, it automatically switches to the default mode you selected. You can choose between **Phone** mode and **PC** mode.

**To choose PHONE mode:**

1. Click the **⚙️ (Settings)** panel.
2. Click the **GENERAL** tab.
3. Click **▼** in the **Default mode** drop down menu.
4. Click **Phone**.
5. Click the **APPLY** button to confirm. The **PHONE** light on the headset base turns on.

To choose PC mode:


1. Click the **⚙️ (Settings)** panel.
2. Click the **GENERAL** tab.
3. Click **▼** in the **Default mode** drop down menu.
4. Click **PC**.
5. Click **APPLY** to confirm. The **PC** light on the headset base turns on.

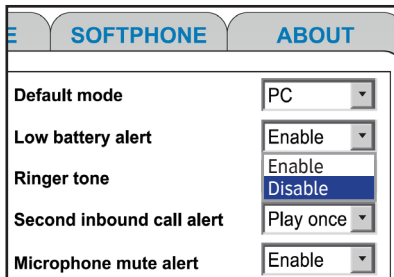
Settings - GENERAL

Low battery alert tone


The headset beeps twice every 20 seconds when the headset battery is low. You can enable or disable this alert tone.

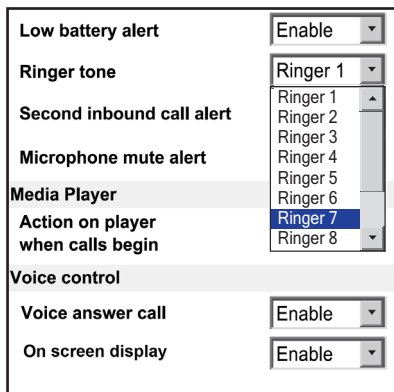
To enable or disable the low battery alert tone:

1. Click the  (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Low battery alert** drop down menu.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.

**Ringer tone**

You can choose one of 10 ringer tones for the headset.

1. Click the  (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Ringer tone** drop down menu.
4. Click the desired ringer tone.
5. Click **APPLY** to confirm.
6. To listen to the selected ringer tone, slide the volume switch at the top of the headset towards **VOL+** or **VOL-**.




Settings - GENERAL

Second inbound call alert

This software allows you to have three kinds of calls, namely the Landline, Skype or Lync call. While you are on a call of any kind and there is another kind of incoming call, you will hear an alert tone. You can set the alert tone to sound continuously or play once only, or disable the alert tone.

Low battery alert	Enable ▾
Ringer tone	Ringer 1 ▾
Second inbound call alert	Play once ▾
Microphone mute alert	Continuous Play once Ignore
Media Player	Ignore
Action on player when calls begin	Pause ▾


To set or disable the second inbound call alert:

1. Click the  (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Second inbound call alert** drop down menu.
4. Click **Continuous**, **Play once** or **Ignore**.
5. Click the **APPLY** button to confirm.

Microphone mute alert tone

If the headset microphone is muted, the headset beeps every 30 seconds to alert you. You can enable or disable this alert tone.

To enable or disable the alert tone:

1. Click the  (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Microphone mute alert** drop down menu.
4. Click **Enable** or **Disable**.
5. Click the **APPLY** button to confirm.


Low battery alert	Enable ▾
Ringer tone	Ringer 1 ▾
Second inbound call alert	Play once ▾
Microphone mute alert	Enable ▾
Media Player	Enable Disable
Action on player when calls begin	Pause ▾

Settings - GENERAL

Action on player when calls begin

If there is an incoming call when you are using Windows Media Player or iTunes, the media player can either pause or take no action (continue playing). The default setting is **Pause**.

To change the setting:


1. Click the  (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Action on player when calls begin** drop down menu.
4. Click **Pause** or **No action**.
5. Click **APPLY** to confirm.

Second inbound call alert	Play once ▼
Microphone mute alert	Enable ▼
Media Player	
Action on player when calls begin	Pause ▼
	Pause
	No action
Voice control	
Voice answer call	Enable ▼
On screen display	Enable ▼

Voice answer call

You can answer an incoming call using voice command (page 40). You can enable or disable this feature.

To enable or disable the voice answer call setting:

1. Click the  (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Voice answer call** drop down menu.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.


Media Player	
Action on player when calls begin	Pause ▼
Voice control	
Voice answer call	Enable ▼
	Enable
	Disable
[Click to launch audio devices control panel]	
<input type="button" value="RESTORE DEFAULT"/> <input type="button" value="APPLY"/>	

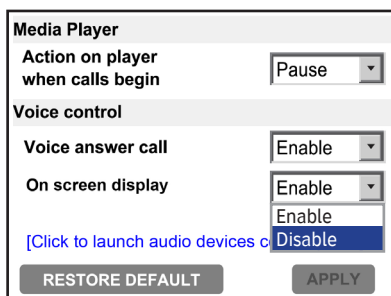
Settings - GENERAL

On screen display

If this feature is enabled, there is a pop-up window displayed on your PC screen when you are using the voice command feature (pages 38-40).

To enable or disable the on screen display:

1. Click the  (Settings) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **On screen display** drop down menu.
4. Click **Enable** or **Disable**.
5. Click the **APPLY** button to confirm.




The screenshot shows a settings window with a light gray background. At the top, there is a section titled "Media Player" with a sub-section "Action on player when calls begin" containing a dropdown menu with "Pause" selected. Below this is a section titled "Voice control" with a sub-section "Voice answer call" containing a dropdown menu with "Enable" selected. Underneath is the "On screen display" section, which has a dropdown menu with "Enable" selected. A blue link "[Click to launch audio devices c" is visible below the dropdown. At the bottom of the window, there are two buttons: "RESTORE DEFAULT" and "APPLY".

Settings - LANDLINE

Caller ID Announce

The Caller ID Announce feature lets you know who is calling through landline without having to look at the display. You can enable or disable the Caller ID Announce feature for landline calls.

To enable or disable the caller ID announce:


1. Click the  (**Settings**) panel.
2. Click the **LANDLINE** tab.
3. Click ▼ in the **Caller ID Announce** drop down menu.
4. Click **Enable** or **Disable**.
5. Click the **APPLY** button to confirm.

	SOFTPHONE	ABOUT
Caller ID Announce	Enable ▼	
Dial mode	Enable Disable	
No line alert display	Enable ▼	
Ringer played at	Both headset and PC speaker ▼	

Dial mode

The dial mode is preset to tone dialing. If you have pulse (rotary) service, you must change the dial mode to pulse dialing before using the headset.


To set the dial mode:


1. Click the  (**Settings**) panel.
2. Click the **LANDLINE** tab.
3. Click ▼ in the **Dial mode** drop down menu.
4. Click **Tone** or **Pulse**.
5. Click **APPLY** to confirm.

	SOFTPHONE	ABOUT
Caller ID Announce	Enable ▼	
Dial mode	Tone ▼ Pulse	
No line alert display	Pulse	
Ringer played at	Both headset and PC speaker ▼	

Settings - LANDLINE

No line alert display


If there is no line connected to the headset base, the **Landline** status bar in the  (**Call Connectivity**) panel displays **Check telephone line**. You can enable or disable the alert message.

1. Click the  (**Settings**) panel.
2. Click the **LANDLINE** tab.
3. Click ▼ in the **No line alert display** drop down menu.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.

Dial mode	Tone
No line alert display	Enable
Ringer played at	Disable
	Both headset and PC speaker
PC Speaker	
	Realtek HD Audio output

Ringer played at location

You can choose whether the ringer will be played through the headset earpiece or both the headset earpiece and PC speaker.

1. Click the  (**Settings**) panel.
2. Click the **LANDLINE** tab.
3. Click ▼ in the **Ringer played at** drop down menu.
4. Click **Headset** or **Both headset and PC speaker**.
5. Click **APPLY** to confirm.

Dial mode	Tone
No line alert display	Enable
Ringer played at	Both headset and PC speaker
	Headset
	Both headset and PC speaker
	Realtek HD Audio output




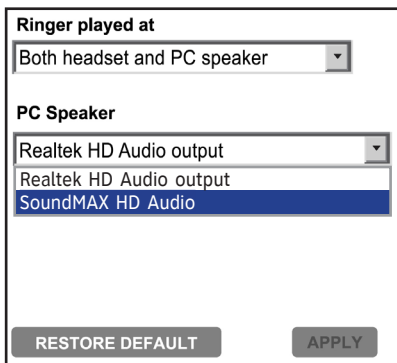
NOTE: If you change the setting to **Both headset and PC speaker**, make sure the audio settings in your Windows system is also changed to the connected PC speaker device. Refer to the **Audio settings in Windows system** section on page 3 for details.

Settings - LANDLINE

PC speaker

If you have chosen the ringer to be played through both the headset and PC speaker, you have to choose the appropriate speaker setting.


1. Click the  (**Settings**) panel.
2. Click the **LANDLINE** tab.
3. Click ▼ in the **PC Speaker** drop down menu.
4. Click the desired PC speaker.
5. Click **APPLY** to confirm.



Settings - SOFTPHONE


Caller ID Announce


The Caller ID Announce feature lets you know who is calling through softphone without having to look at the display. You can enable or disable the Caller ID Announce feature for softphone calls.

1. Click the  (**Settings**) panel.
2. Click the **SOFTPHONE** tab.
3. Click ▼ in the **Caller ID announce** drop down menu under Skype/Lync section.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.

Lync	
Caller ID Announce	Enable ▼
Not installed alert display	Enable Disable
Incompatible version alert display	Enable ▼
Skype	
Caller ID Announce	Enable ▼

Not installed alert display


If Skype or Lync is not installed on your computer, the Skype/Lync status bar in the  (**Call Connectivity**) panel shows **Not installed**. You can enable or disable this display message.


1. Click the  (**Settings**) panel.
2. Click the **SOFTPHONE** tab.
3. Click ▼ in the **Not installed alert display** drop down menu under Skype/Lync section.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.

Lync	
Caller ID Announce	Enable ▼
Not installed alert display	Enable Disable
Incompatible version alert display	Enable ▼
Skype	
Caller ID Announce	Enable ▼

Settings - SOFTPHONE

Incompatible version alert display

If the current Skype or Lync installed on your computer is not compatible with this software, the Skype/Lync status bar in the  (**Call Connectivity**) panel shows **Incompatible version**. You can enable or disable this alert message.


1. Click the  (**Settings**) panel.
2. Click the **SOFTPHONE** tab.
3. Click ▼ in the **Incompatible version alert display** drop down menu under Skype/Lync section.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.

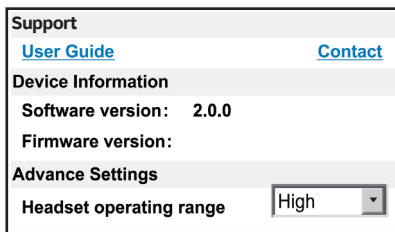
Lync	
Caller ID Announce	Enable ▼
Not installed alert display	Enable ▼
Incompatible version alert display	Enable ▼ Enable Disable
Skype	
Caller ID Announce	Enable ▼

Settings - ABOUT

User guide


You can download the **Installation and Operation Guide** from our webpage.

1. Click the  (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click **User Guide** in the **Support** section.



Contact


You can obtain customer support information from our Product Support webpage.

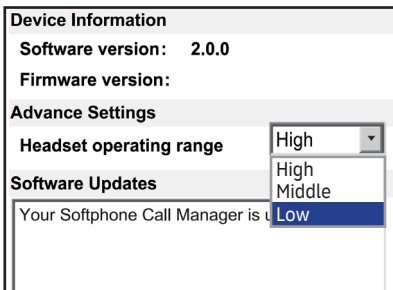
1. Click the  (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click **Contact** in the **Support** section.

Settings - ABOUT

Headset operating range


You can choose the headset to operate in high, middle or low range. The lower the operating range you set, the higher the intensity of signal it will become.

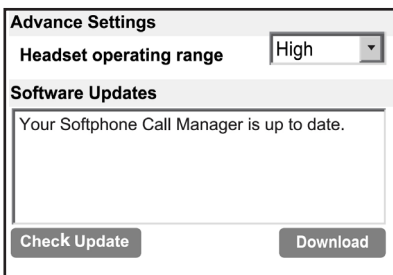
1. Click the  (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click ▼ in the **Headset operating range** drop down menu.
4. Click the desired operating range.
 - **High** - up to 500 feet.
 - **Middle** - up to 200 feet.
 - **Low** - up to 50 feet.
5. Click the **APPLY** button to confirm.



Software update

Periodically check for latest software updates to always keep your software up to date.

1. Click the  (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click **Check Update** in the **Software update** section.
4. If there is any new software version, click **Download** to download the new version.
5. When the download is done, click **Update Now** to install the new version you have just downloaded.

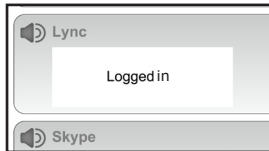


Making, answering and ending calls

Log in Skype/Lync

To make or receive VoIP calls via Skype/Lync, make sure you log in to the respective program before use.

1. Launch the Skype/Lync program.
2. Enter you user ID and password to log in to the Skype/Lync program. The **Skype/Lync** status bar under the 🏠 (**Call Connectivity**) panel displays **Logged in**.






NOTE: If you have logged in to the Lync program before, or you have logged in to the Skype program before and checked **Sign me in when Skype starts**, the Skype/Lync program will automatically log in without asking you for user ID and password.




Making, answering and ending calls

Make a call

To make a landline call:


1. Click the  (**Landline**) panel.
2. Click on the number input box above the dial pad. You can either use the dial pad or your keyboard to enter the telephone number.
3. Click  or  on the headset.

-OR-


1. Press  on the headset. Make sure the number input box is blank before you press the button.
2. Click the  (**Landline**) panel
3. Click on the number input box. You can either use the dial pad or your keyboard to enter the telephone number.
4. Click .



NOTES:

- If you are using your headset with a corded telephone, you cannot make landline calls using this software. You have to use the corded telephone your headset is connected to for making landline calls.
- If the headset is out of range or no power, you will see **Unable to call. Headset out of range or no power.** in the  (**Landline**) panel.

To make a Skype/Lync call:

1. Make sure the headset base is in PC mode and you have logged in to Skype or Lync.
2. Press  on the headset.
3. Dial the number on your Skype or Lync.









Prolonged exposure to high volume levels using the headset may damage your hearing.

Making, answering and ending calls

Answer a call





When there is an incoming landline call:

You can choose one of the following ways to answer the call:

- Click  on the pop-up window.
- Click  in the Landline status bar under the  (**Call Connectivity**) panel.
- Click  in the  (**Landline**) panel.
- Press the  button on the headset.

When there is an incoming Skype/Lync call:

You can choose one of the following ways to answer the call:






- Click  on the Skype/Lync pop-up window.
- Click  in the Skype/Lync status bar under the  (**Call Connectivity**) panel.
- Press the  button on the headset.

Making, answering and ending calls

End a call




To end a landline call:

You can choose one of the following ways to end the call:

- Click  in the  (**Landline**) panel.
- Click  in the Landline status bar under the  (**Call Connectivity**) panel.
- Press the  button on the headset.
- Place the headset in the headset base.


To end a Skype/Lync call:

You can choose one of the following ways to end the call:

- Click  in the Skype/Lync status bar under the  (**Call Connectivity**) panel.
- End the call on Skype/Lync.
- Press the  button on the headset.
- Place the headset in the headset base.

Options while on calls

Hold

You can hold a Skype, Lync or landline call and resume it at any time you want to on the  (**Call Connectivity**) panel.

To hold a landline call:

- Click **HOLD** to hold the current call.



To resume a landline call:

- Click **RESUME** to resume the call.



To hold a Skype/Lync call:

- While on a Skype/Lync call, click **HOLD** to hold the current call.
- You can make another Skype/Lync call if necessary.

To resume a Skype/Lync call:



- Click ▲ or ▼ to scroll to the desired call if there is more than one call.
- Click **RESUME** to resume that call.

Options while on calls

Mute



The mute function allows you to turn off the microphone or the volume of the headset earpiece.

To mute a call:

- Click  at the bottom of the **AT&T Softphone Call Manager** to turn off the headset microphone.  turns grey. The voice prompt "Mute on" plays. The **MUTE** light on the headset base flashes. If you have enabled the microphone mute alert setting, a short beep plays every 30 seconds.




To take a call off mute:

- Click  at the bottom of the **AT&T Softphone Call Manager** to resume the two-way conversation.  turns blue. You hear the voice prompt "Mute off".





To mute the headset earpiece:

- Click  at the bottom of the **AT&T Softphone Call Manager** to turn off the headset earpiece.  turns grey.



To take off the headset earpiece mute:

- Click  at the bottom of the **AT&T Softphone Call Manager** to turn the headset earpiece back on.  turns blue.



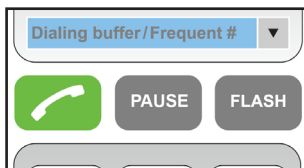
Options while on calls

Landline call waiting

If you subscribe to call waiting service offered by your telephone service provider, there is a call waiting alert tone if you receive a second incoming call while you are already on a call.

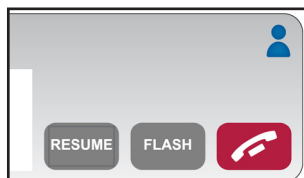
Using the 📞 (Landline) panel:

- Click **FLASH** in the 📞 (Landline) panel.
- Click **FLASH** again at any time to switch back and forth between calls.




Using the 🏠 (Call Connectivity) panel:

- Click **FLASH** in the landline status bar under the 🏠 (Call Connectivity) panel.
- Click **FLASH** again at any time to switch back and forth between calls.



Create phonebook entries


Create a new phonebook entry

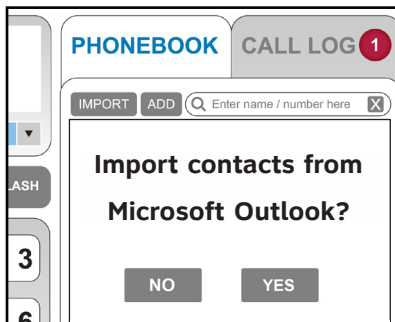
1. Click the  (**Landline**) panel.
2. Click the **PHONEBOOK** tab.
3. Click **ADD**.
4. Enter the name and telephone number (**Mobile**, **Office**, **Home** or **Other**) in the corresponding field.
5. Click **SAVE** to save the entry. Click **CANCEL** to cancel without saving the entry.



Import phonebook entries

Import phonebook entries from Microsoft Outlook

1. Click the  (Landline) panel.
2. Click the **PHONEBOOK** tab.
3. Click **IMPORT**.
4. When **Import contacts from Microsoft Outlook?** displays, click the **YES** button to confirm.
5. When **XX contacts from Microsoft Outlook has been imported to the phonebook** displays, click **OK** to finish.




NOTES:

- If Microsoft Outlook is not installed, **Microsoft Outlook is not found** displays.
- If Microsoft Outlook is not compatible, **Microsoft Outlook is not compatible** displays.
- If there are no contacts in Microsoft Outlook, **No contact is found in Microsoft Outlook** displays.
- If Microsoft Outlook is not available at the moment, **Microsoft Outlook is unavailable at the moment. Please check Microsoft Outlook or try import later** displays.

Review and search the phonebook

Review and search phonebook entries

1. Click the  (**Landline**) panel.
2. Click the **PHONEBOOK** tab.
3. Use the scroll bar on the right to scroll through the list of phonebook entries if necessary. You can also use the search bar to search for entries by entering names or numbers. Matching entries show below the search bar.





The screenshot displays the AT&T Softphone Call Manager interface. At the top, there is an orange header with the title "AT&T Softphone Call Manager" and a close button. Below the header, there are three icons: a home icon, a phone icon, and a gear icon. The main area is divided into several sections:

- Landline**: A grey header for the current line.
- Incoming call**: A white box showing "Incoming call Charlie Johnson Office" and a "Dialing buffer/Frequent #" dropdown.
- PHONEBOOK**: A tab with a search bar containing "a" and a list of contacts. The list includes:
 - Amanda Hall**: Mobile 800-222-3111, Office 800-222-3111, Home 800-222-3111, Other 800-222-3111.
 - Angela Kelly**: Mobile 800-222-3111, Home 800-222-3111, Other 800-222-3111.
 - Christopher Allen**: Mobile 800-222-3111.
- CALL LOG**: A tab with a red notification badge showing "1".
- Call Controls**: A green call button, "MUTE", and "FLASH" buttons.
- Keypad**: A standard 12-button numeric keypad with letters associated with numbers 2-9.


At the bottom, there is a status bar with a headset icon and "1", a "Phone" label, a speaker icon and "3", a microphone icon and "4", and the AT&T logo.

Dial, edit or delete phonebook entries

Dial a phonebook entry

1. Click the  (**Landline**) panel, then click the **PHONEBOOK** tab.
2. Find the entry you wish to dial. See **Review and search phonebook entries** on the previous page.
3. Double click the phone number you wish to dial.
4. Click .

Edit a phonebook entry

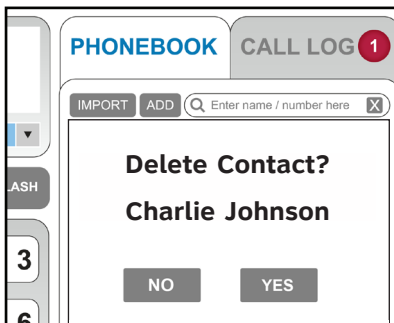
1. Click the  (**Landline**) panel, then click the **PHONEBOOK** tab.
2. Click the entry you wish to edit, then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
3. Click the field you wish to add or edit for **Name**, **Mobile**, **Office**, **Home** or **Other** telephone numbers.
4. Use your keyboard to edit the entries.
5. Repeat steps 3-4 if you need to edit other fields.
6. Click **SAVE** to confirm and save.



Dial, edit or delete phonebook entries

Delete a phonebook entry


1. Click the 📞 (**Landline**) panel, then click the **PHONEBOOK** tab.
2. Click the entry you wish to delete, then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
3. Click **DELETE**. The screen displays **Delete Contact?** and the contact name.
4. If you do not want to delete the entry, click **NO**. To confirm deleting, click **YES**.
5. The screen shows **Deleted**. Click **OK**.

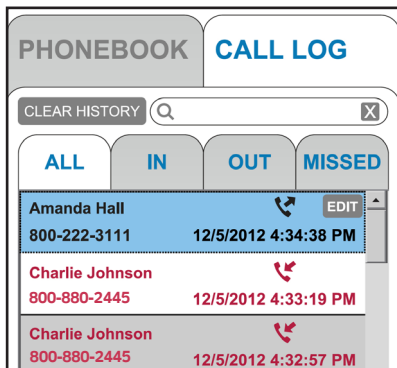


Call log


View the call log

If there are any missed calls, the total number of missed calls that has not been checked is shown on the **CALL LOG** tab.

To view the call log, click the  (**Landline**) panel, then click the **CALL LOG** tab. Scroll through the call log with the scroll bar on the right if necessary. You can also use the search bar to search for a specific name or number if needed.




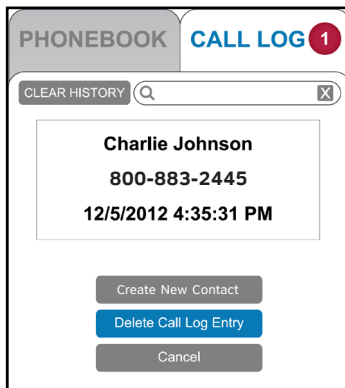
Dial a call log entry

1. Click the **Landline** panel, then click the **CALL LOG** tab.
2. Double click the phone number you wish to dial.
3. Click .


Call log

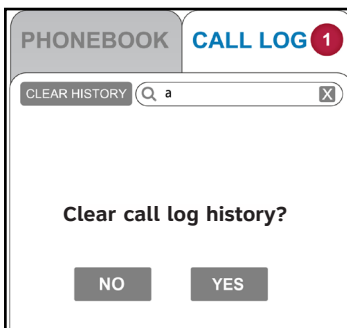
Delete a call log entry

1. Click the  (**Landline**) panel, then click the **CALL LOG** tab.
2. Click the entry you wish to delete, then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
3. Click **Delete Call Log Entry** from the options shown. The screen displays **Are you sure you want to delete this log entry?**
4. Click **YES** to confirm or click **NO** to cancel.




Delete all call log entries

1. Click the  (**Landline**) panel, then click the **CALL LOG** tab.
2. Click **CLEAR HISTORY** beside the search bar. The screen displays **Clear call log history?**
3. Click **YES** to confirm or click **NO** to cancel.




Call log

Save a call log entry to the phonebook

1. Click the  (**Landline**) panel, then click the **CALL LOG** tab.
2. Click the entry you wish to save to the phonebook, then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
3. Click **Create New Contact** from the options shown.
4. Click the field you wish to add or edit for **Name, Mobile, Office, Home** or **Other** telephone numbers, and then use the keyboard to edit the entries.
5. Click **SAVE** to confirm and save.

Edit a call log entry

1. Click the  (**Landline**) panel, then click the **CALL LOG** tab.
2. Click the entry you wish to edit, then click **EDIT** (If you cannot see any entries, make sure the search bar is blank).
3. Click **Edit Contact** from the options shown.
4. Click the field you wish to add or edit for **Name, Mobile, Office, Home** or **Other** telephone numbers.
5. Use your keyboard to edit the entries.
6. Repeat steps 4-5 if you need to edit other fields.
7. Click **SAVE** to confirm and save.

Voice command

About voice command

By saying certain commands to the headset, you can make or answer calls.

Using voice command

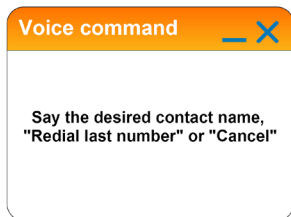
Press **MUTE/VOICE** on the side of the headset. After you hear "*Who would you like to call?*" followed by a beep, say the desired command.

To use voice command when there is an incoming call, make sure you have first enabled the **Voice answer call** feature (page 14). Say the desired command after hearing a beep.

Refer to pages 39-40 for a list of commands.

On screen display

If you have enabled the on screen display feature (page 15), you will see pop-up messages displayed on your PC to guide you through the voice command process.



Voice command

General commands

Command	Action
"What can I say?"	To hear a list of voice commands.
"Cancel."	To return to idle mode.

Commands to make a call

Command	Action
"Redial last number."	To redial the last dialed number.
First name + last name (from directory)	<p>To call a specific contact number from the directory.</p> <ul style="list-style-type: none"> • If there are multiple names recognized, <i>you can</i> <ul style="list-style-type: none"> ◇ Say "Call one", "Call two" or "Call three" of your choice according to the voice prompt to call the desired contact. -OR- ◇ Double click the desired number on the pop-up screen to call. • If the contact has more than one number, <i>you can</i>: <ul style="list-style-type: none"> ◇ Say "Call mobile", "Call office", "Call home" or "Call other" to call the desired number. -OR- ◇ Double click the desired number on the pop-up screen to call.

Voice command

Commands when there is an incoming call

If you have enabled the **Voice answer call** feature (page 14), you can use the following commands. When there is an incoming call, say one of the following commands after hearing a beep.

Command	Action
<i>"Answer call"</i>	To answer an incoming call.
<i>"Mute ringer"</i>	To mute the incoming call ringer.
<i>"Decline call"</i>	To decline the incoming call.

Troubleshooting

If you have difficulty in using this software with your headset, please try the suggestions below. For customer service, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

I cannot install the software.

- Check the operating system of your PC to make sure it is compatible with this software. See **Compatibility** on page 2.
- Make sure your hard drive has enough space to install the **AT&T Softphone Call Manager**.
- Make sure the file is not corrupted. You can download the **AT&T Softphone Call Manager** from **www.telephones.att.com/attscm/downloads** again.

I cannot run the AT&T Softphone Call Manager.

- Try to restart your PC before you run the software again.
- Make sure you have set your fire wall or any antivirus software to allow this software to run.

I cannot update my AT&T Softphone Call Manager.

- Make sure your PC is connected to the Internet.
- Make sure you have set your fire wall or any antivirus software to allow this software to check for updates.

I cannot use my Skype/Lync with the AT&T Softphone Call Manager.

- Make sure you have installed Skype/Lync and logged in to the programs.
- Make sure your headset is in PC mode. Press the **PHONE** or **PC** button on the headset base to switch between modes.

Troubleshooting

AT&T DECT Headset does not appear in the audio devices control panel on my PC.

- Make sure you have turned on the headset.
- Make sure you have correctly installed the headset and headset base. Refer to your TL7910/TL7912 user's manual for more information.

I cannot see the headset mode, and the and icons are always in grey on the bottom of AT&T Softphone Call Manager.

- Make sure you have correctly installed the headset and headset base. Refer to your TL7910/TL7912 user's manual for more information.

I can't hear any audio.

- Make sure you are in PC mode and the headset is charged. Press the **PHONE** or **PC** button on the headset base to switch between modes.
- Slide the volume switch at the top of the headset towards **VOL+** or **VOL-** to adjust the listening volume.
- Adjust the volume in the audio settings of your PC.
- Make sure you have set the audio settings correctly (page 3).

I hear noise or static when using the headset.

- Try lowering the microphone volume by pressing **▼ VOLUME /MICROPHONE** on the headset base or adjusting the PC audio settings.
- Try lowering the listening volume by sliding the volume switch at the top of the headset towards **VOL-** or adjusting the PC audio settings.
- Move the microphone farther away from your mouth.
- Adjust the **Headset operating range** (page 22) to a lower setting.

Troubleshooting

I can't make calls using the software.

- Make sure you are in PC mode and the headset is charged. Press the **PHONE** or **PC** button on the headset base to switch between modes.
- Make sure the headset is registered to the headset base. See the **Adding and registering headsets** section in the TL7910/TL7912 user's manual for details.
- Make sure the **CORDED HANDSET CONNECTED** switch on the headset base is set to **NO**.
- If you are using your headset with a corded telephone, you cannot make landline calls using this software. You have to use the corded telephone your headset is connected to for making landline calls.

The other party cannot hear me.

- Make sure your headset is not muted.
- Try increasing the microphone volume by pressing **VOLUME ▲ /MICROPHONE** on the headset base or adjusting the PC audio settings.

I cannot import phonebook from Microsoft Outlook.

- Make sure the contact list in your Microsoft Outlook is not empty.
- Make sure you installed Microsoft Outlook 2003 or above.

I cannot hear any sound from Windows Media Player/iTunes when there is an incoming call.


- Change the setting in  (**Settings**) > **GENERAL** > **Media Player** > **Action on player when calls begin** to **No action** (page 14).

I have already logged in to Skype but the status in the Call Connectivity panel shows Logged out.

- Launch Skype, then go to **Tools** > **Options** > **Advanced** > **Advanced Settings** > **Manage other programs' access to Skype** > Locate **ATTSCM.exe** > Click **Change** > Check **Allow this program to use skype** > Click **OK**.

Troubleshooting

My voice is not recognized.

- Make sure you have set the audio settings correctly (page 3).
- Make sure you are wearing the headset correctly with the speaker pointing to your mouth.
- When you say the command, say it clearly, in a consistent speed and louder than the background noise.
- When voice command fails, you will hear "*I didn't catch that. Please try again.*" Press **MUTE/VOICE** and repeat your command.
- If you are in a very noisy place, you can simply press the  button on the headset to answer a call.

Index

- A**

 - Action on player when calls begin 14
 - Answer a call 25
 - Audio 3
- C**

 - Caller ID Announce 16, 19
 - Call log 35–37
 - Compatibility 2
 - Contact 21
 - Create a phonebook entry 30
- D**

 - Default mode 11
 - Delete a call log entry 36
 - Delete all call log entries 36
 - Delete a phonebook entry 34
 - Dial a call log entry 35
 - Dial a phonebook entry 33
 - Dial mode 16
- E**

 - Edit a call log entry 37
 - Edit a phonebook entry 33
 - End a call 26
- H**

 - Headset operating range 22
 - Hold calls 27
- I**

 - Import phonebook entries 31
 - Incompatible version alert display 20
 - Installation 2
- L**

 - Landline call waiting 29
 - Log in 23
 - Low battery alert tone 12
- M**

 - Make a call 24
 - Microphone mute alert tone 13
 - Mute 28
- N**

 - No line alert display 17
 - Not installed alert display 19
- O**

 - On screen display 15
- P**

 - PC speaker 18
 - Phonebook 30–34
- Q**

 - Quick reference guide 5–9

Index

R

- Resume calls 27
- Review and search phonebook entries 32
- Ringer played at location 17
- Ringer tone 12

S

- Save a call log entry to the phonebook 37
- Second inbound call alert 13
- Settings
 - about 21–22
 - audio 3
 - general 11–15
 - landline 16–18
 - softphone 19–20
- Skype access 4

T

- Troubleshooting 41–44

U

- Updates 22
- User guide 21

V

- View the call log 35
- Voice command 38–40



www.telephones.att.com

© 2013 Advanced American Telephones. All Rights Reserved.

AT&T and the AT&T logo are trademarks of AT&T Intellectual Property licensed to Advanced American Telephones, San Antonio, TX 78219.

Issue 3 AT&T 06/13.

Microsoft®, Windows®, Windows XP®, Windows Vista®, Windows Media Player® and Microsoft Outlook® are registered trademarks of Microsoft Corporation.

The Skype name is a trademark of Skype.

Microsoft Lync is a registered trademark of Microsoft Corporation.

iTunes® is a registered trademark of Apple, Inc.

All other trademarks are the properties of their respective owners.