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Part 2  
User's manual

## 1740 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](http://www.telephones.att.com) or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.



# Installation

## Parts list

- 1740 answering system
- Wallet card
- Part 1 Important product information
- Part 2 User's manual
- Power adapter

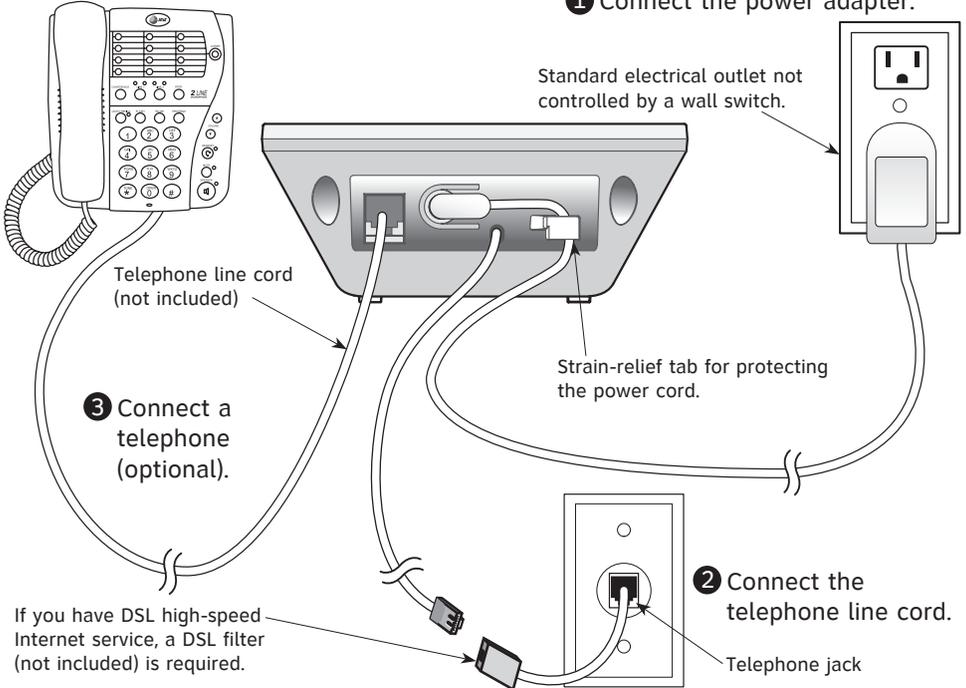


Use only the power adapter supplied with this product. To obtain a replacement, visit our website at [www.telephones.att.com](http://www.telephones.att.com) or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

## Before you install

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

① Connect the power adapter.



④ Press **ON/OFF** to turn the system on or off. If the system is on, the **ON/OFF** indicator light is on. If the system is off, the indicator light is off and the message window is blank. When the system is off and you press any key (except **ON/OFF**), it announces, "The machine is off. Press **ON/OFF** to turn on."

⑤ After you install the answering system for the first time, the system turns on automatically and announces, "To set the clock, press **CLOCK**." See **Set the clock** on page 2 for instructions.

⑥ To record your own announcement (optional), see **Record your announcement** on pages 2-3 for instructions.

⑦ To program other system features (optional), see pages 3-4 for details.



## NOTES:

- Power adapter - Input: 117V AC, 60 Hz / Output: 6V AC, 350 mA.
- If the message window is off, make sure the power adapter is securely connected to both the answering system and an electrical outlet not controlled by a wall switch.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

# Feature setup

## Set the clock

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

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

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



**NOTE:** In the event of a power failure, the clock needs to be reset. If the clock is not set, the system announces, *"Time and day not set,"* before message playback.

## Auto reset of answering system clock

If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call. The year must be set so that the day of the week can be calculated from the caller ID information.

## Record your announcement

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

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

1. Press **▶▶ ANNOUNCE/SKIP**. The system announces, *"Announcement. Press **ANNOUNCE** to record or press **PLAY** to play."*
2. Press **▶▶ ANNOUNCE/SKIP** again. The system announces, *"Record after the tone. Press **STOP** when you are done,"* followed by a long beep. Speak toward the answering system, from about nine inches away. While recording, the message window shows the recording time.

## Feature setup

3. To stop recording, press **▶/■ PLAY/STOP**. The system automatically plays back the recorded outgoing announcement.

**To review your announcement**, press **▶▶ ANNOUNCE/SKIP**. The system announces, "Announcement. Press **ANNOUNCE** to record or press **PLAY** to play." Press **▶/■ PLAY/STOP** and the system plays the announcement.

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

### Feature setup

1. To enter the feature setup mode, press **SETUP** until the system announces, "Language is... To change the setting, press **SKIP** or **REPEAT**. To accept and continue setup, press **SETUP**."
2. Press **SETUP** repeatedly until you hear the desired feature.
3. When you hear the feature you want to modify, press **▶▶ ANNOUNCE/SKIP** or **◀ MEMO/REPEAT** to scroll through the setting's options.
4. Press **SETUP** to save and continue setup.  
**-OR-**  
Press **▶/■ PLAY/STOP** to save the setting and exit feature setup.

### Feature summary

| FEATURE            | SYSTEM ANNOUNCEMENT        | OPTIONS  |
|--------------------|----------------------------|--|
| Language           | "Language is..."           | <ul style="list-style-type: none"><li>• You may choose English or Español (Spanish) for the voice prompts used by the system.</li><li>• During setup, the message window displays the current language setting (<b>EN</b> for English or <b>SP</b> for Spanish)</li></ul>  |
| Ring select        | "Number of rings..."       | <ul style="list-style-type: none"><li>• 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.</li><li>• When the toll saver is set as 2/4, the system will answer after two rings if there are new messages, or after four rings if there are no new messages. When the toll saver is set as 4/6, the system will answer after 4 rings if there are new messages, or after six rings if there are no new messages.</li><li>• During setup, the message window displays the number of rings (or <b>24</b> for toll saver 2/4, <b>46</b> for toll saver 4/6).</li></ul> |
| Remote access code | "Remote access code is..." | <ul style="list-style-type: none"><li>• Change the remote access code to any two-digit number between <b>10</b> and <b>99</b>.</li><li>• The default remote access code is <b>19</b>. With it, you can access many features remotely from a touch-tone telephone.</li></ul>  |

# Feature setup

## Feature summary (continued)

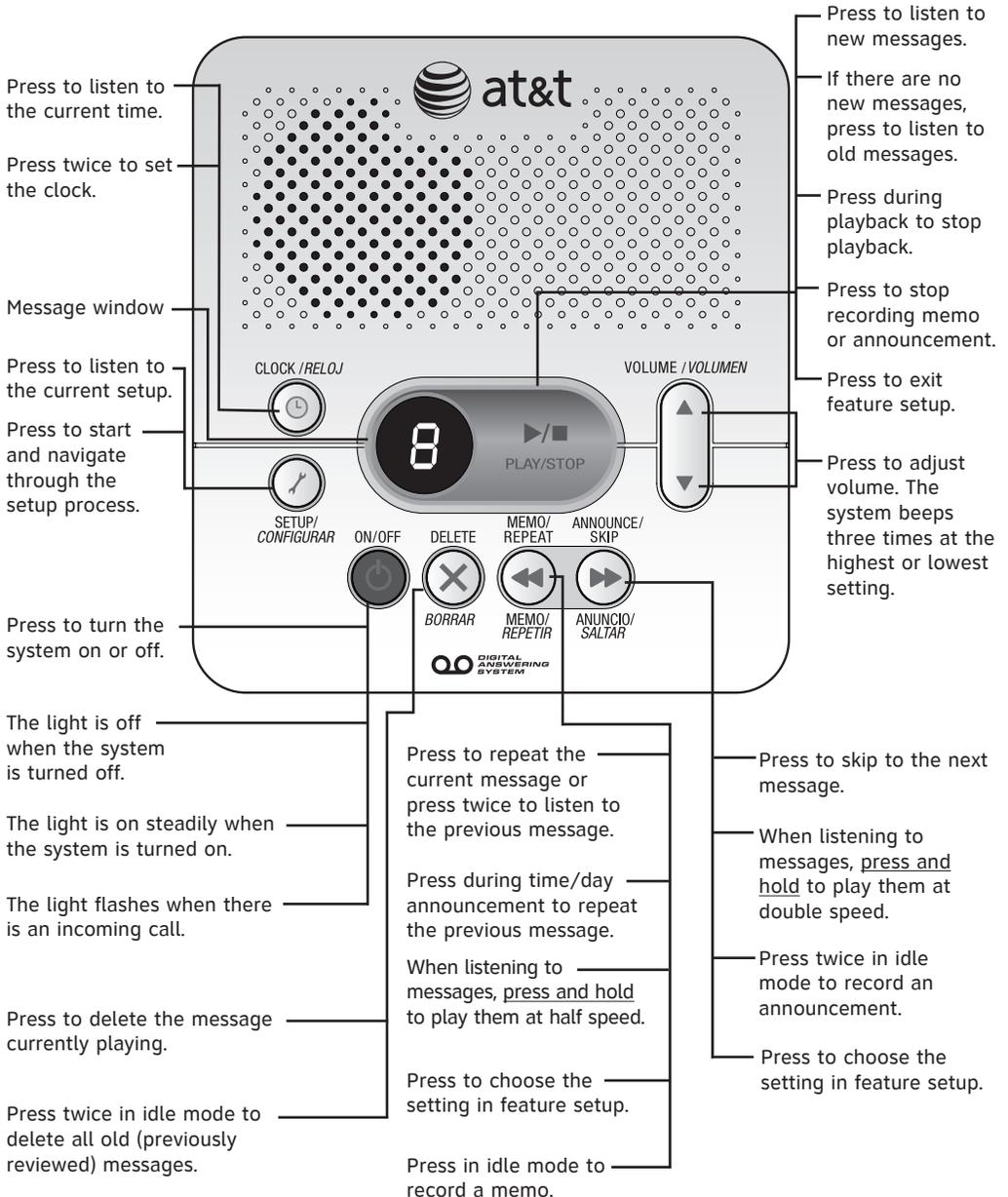
| FEATURE                      | SYSTEM ANNOUNCEMENT                 | OPTIONS  |
|------------------------------|-------------------------------------|--|
| <b>Announcement monitor</b>  | <i>"Announcement monitor is..."</i> | <ul style="list-style-type: none"><li>When this feature is on, the answering machine broadcasts your outgoing announcement when answering a call. When the feature is off, your outgoing announcement is not broadcast from the answering machine, but callers will hear the announcement.</li></ul> <p> <b>NOTE:</b> You must set the volume to an audible level to use this feature.</p>  |
| <b>Number announce</b>       | <i>"Number announce is..."</i>      | <ul style="list-style-type: none"><li>When this feature is on, the system announces the incoming telephone number.</li></ul> <p> <b>NOTE:</b> For this feature to work, you must subscribe to caller ID service from your telephone service provider. There may be a fee for this service, and it may not be available in all areas.</p>  |
| <b>Store caller number</b>   | <i>"Store caller number is..."</i>  | <ul style="list-style-type: none"><li>When this feature is on, the system announces the incoming telephone number when it plays back a message.</li></ul> <p> <b>NOTE:</b> For this feature to work, you must subscribe to caller ID service from your telephone service provider. There may be a fee for this service, and it may not be available in all areas.</p>   |
| <b>Accept blocked calls</b>  | <i>"Accept blocked calls is..."</i> | <ul style="list-style-type: none"><li>When this feature is on, the system answers and records messages from any caller.</li><li>When this feature is off, the system responds to blocked calls with the announcement, <i>"We're sorry. Blocked calls to this number cannot be accepted,"</i> and hangs up without recording a message.</li></ul> <p> <b>NOTES:</b></p> <ul style="list-style-type: none"><li>Blocked calls can arrive from callers who have chosen to block their numbers from identification.</li><li>For this feature to work, you must subscribe to caller ID service from your telephone service provider. There may be a fee for this service, and it may not be available in all areas.</li></ul> |
| <b>Audible message alert</b> | <i>"Message alert is..."</i>        | <ul style="list-style-type: none"><li>When this feature is on, the system beeps every 15 seconds when there are new messages.</li></ul>  |

# Operation

## Listen to, save & delete messages

- The system automatically saves all incoming messages until you delete them. You can store approximately 60 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 caller number** is activated, the system also announces the caller's telephone number (see **Store caller number** under **Feature setup** on page 4). After playing the last message, the system announces, "End of messages."
- Messages cannot be deleted until they have been reviewed, and deleted messages cannot be retrieved.

## To operate the answering system, follow the instructions below.



# Operation

## Record memos

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

1. Press **◀ MEMO/REPEAT**. The system announces, *"Record after the tone. Press STOP when you are done,"* followed by a long beep. Speak toward the answering system.
2. To stop recording, press **▶/■ PLAY/STOP**. The system saves the memo and plays a long beep.
3. To play a 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, the system hangs up followed by a beep. If the system runs out of memory, it announces, *"Memory is full" and beeps twice*. Then after about 10 seconds, the system announces, *"The machine will now hang up,"* then hangs up.

## Call screening

The call screening feature lets you listen at the answering system to a caller leaving a message. If the answering system is on, the incoming message broadcasts through the speaker when a call is answered by the answering system.

Options while a message is being recorded:

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

## Call intercept

When a caller is leaving a message on your answering system, you can talk to the caller by answering a call using any telephone on the same line.

When you take the call, the answering system beeps and stops recording. If the system does not disconnect immediately, press and release the telephone switch hook.

## Caller ID number announce

This system can announce the caller's telephone number between the second and third ring (see **Feature setup** and **Feature summary** on pages 3 and 4 to turn this feature on or off).



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

## Store caller number

When this feature is on, the system announces the caller's number before playing back a message (see **Feature setup** and **Feature summary** on pages 3 and 4 to turn this feature on or off).

## Accept blocked calls

When this feature is turned on, the system answers and records messages from any caller. When this feature is turned off, the system responds to blocked calls (from callers who have chosen to block their numbers from identification) with the announcement, *"We're sorry. Blocked calls to this number cannot be accepted."* The system then hangs up without recording any incoming messages (see **Feature setup** and **Feature summary** on pages 3 and 4 to turn this feature on or off).

# Operation

## Listen to incoming messages

When the system plays incoming messages, the message window displays the number of the message playing. Before playing each message, the system announces the day and time the message was received. If the clock was not set when the message was recorded, or there was a power failure after it was set, the system will announce, *"Time and day not set,"* before playing the message. After playing the last message, the system announces, *"End of messages."*

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

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

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

**To play a message at double speed**, press and hold ▶▶ **ANNOUNCE/SKIP** while the message is being played.

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

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

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

## Memory monitor

Find out the remaining recording time by turning the system on:

1. If the system is already on, press ⏻ **ON/OFF** to turn the system off.
2. Press ⏻ **ON/OFF** again to turn the system back on. The system announces the remaining recording time.

## Save messages

The system can record up to 99 messages, depending on the length of each message. Individual messages can be up to three minutes. The maximum combined recording time for the announcement, messages and memos is approximately 60 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

## Message Guard®

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

Message Guard® is a registered trademark of Advanced American Telephones.

## Memory is full

When the memory is full, or when 99 messages have been recorded, **F** flashes in the message window. You need to delete messages to make room for new ones. When the memory is full, the system answers calls after 10 rings, announces *"Memory is full,"* then beeps twice without playing the outgoing announcement. You can delete messages from the answering machine (see the next page) or remotely (page 9).

## Operation

**To delete all previously played messages**, press **X/DELETE** in idle mode. The system announces, *"To delete all old messages, press **DELETE** again."* Press **X/DELETE** again to delete all previously played messages. The system announces, *"Messages deleted."*

**To delete selected messages**, press **X/DELETE** while the desired message is playing. The system deletes the message and announces, *"Deleted,"* then plays the next message.

If you want to replay a message before deleting it, press **◀ MEMO/REPEAT**.

### Message window

The message window displays the total number of messages recorded. If the message window displays **F**, then the memory is full and some messages must be deleted before new messages can be recorded.

### Message window displays

| DISPLAY | FUNCTION |
|---------|----------|
|---------|----------|

|                          |  |
|--------------------------|--|
| <b>⊖</b> (Steady)        | The system is in clock setting mode.<br><b>-OR-</b><br>The system is recording a message.<br><b>-OR-</b><br>The system is being accessed remotely. |
| <b>⊕</b> (Flashing)      | The system is playing the announcement.<br>The system is in feature setting mode.<br>The system is entering the announcement menu.                 |
| <b>0</b>                 | There is no message in the system.   |
| <b>F</b> (Flashing)      | Memory is full.  |
| <b>2 - 7</b>             | The number of rings before the system answers a call.  |
| <b>24</b>                | Toll saver is set to 2/4.  |
| <b>46</b>                | Toll saver is set to 4/6.  |
| <b>0n</b>                | The selected feature is on.  |
| <b>0F</b>                | The selected feature is off.   |
| <b>En</b>                | The language is set to English.  |
| <b>SP</b>                | The language is set to Spanish.  |
| <b>0 - 7</b>             | The volume level appears while adjusting the volume.   |
| <b>0 - 99</b>            | The total number of messages (when the system is idle).  |
| <b>0 - 99</b> (Counting) | The system is recording an announcement or a memo.   |
| <b>1 - 99</b> (Flashing) | There are new messages or memos.   |

# Remote operation

## Access the answering system remotely

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

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

## Feature summary

| <b>FUNCTION</b>            | <b>COMMAND</b>  |
|----------------------------|---|
| <b>Voice help menu</b>     | Press <b>5</b> .  |
| <b>Play all messages</b>   | Press <b>1</b> .  |
| <b>Play new messages</b>   | Press <b>2</b> .  |
| <b>Repeat a message</b>    | Press <b>4</b> while the message is playing.  |
| <b>Stop new playback</b>   | Press <b>5</b> while the message is playing.  |
| <b>Skip a message</b>      | Press <b>6</b> while the message is playing.  |
| <b>Save message</b>        | Hang up.  |
| <b>Delete message</b>      | Press <b>3</b> while the message is playing. You hear "Deleted."  |
| <b>Delete all messages</b> | After listening to all messages and the system has beeped twice, press <b>3</b> twice. You hear "Messages deleted."   |
| <b>Record announcement</b> | Press <b>*7</b> after the beep. Record the announcement, and press <b>5</b> to stop. The system will then play back the announcement.   |
| <b>Review announcement</b> | Press <b>7</b> .  |
| <b>Record memo</b>         | Press <b>#</b> , and speak after the beep. Press <b>5</b> to exit.  |
| <b>Review the clock</b>    | Press <b>8</b> .  |
| <b>Set the clock</b>       | Press <b>*8</b> . Follow the prompts to set the day, time and year.   |
| <b>Turn system off</b>     | Press <b>*0</b> .   |
| <b>Turn system on</b>      | When the system is off, it answers after 10 rings, and announces, "The machine is off." The system beeps twice. You can turn the system on as follows: <ul style="list-style-type: none"><li>• Press <b>*0</b>. The system announces, "The machine is on. XX minutes to record," then beeps twice. The system is now turned on.</li></ul> |
| <b>Review settings</b>     | Press <b>9</b> .  |

# Remote operation

## Feature summary (continued)

| 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 within 15 seconds, the system announces, "The machine will now hang up," and then disconnects the call.

## In case of difficulty

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

### Messages are incomplete.

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

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

- If the toll saver feature is on, the number of rings changes from 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 telephone service provider.
- If the system's memory is full or the system is off, the remote access system answers after 10 rings.
- If the system is in feature setup mode and a call comes in, it will not answer the call until you press ►/■ **PLAY/STOP** or the setup timeout has elapsed.

### The system does not record messages.

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

### Incoming messages are not heard during recording.

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

### System does not respond to remote commands.

- Make sure you are calling from a touch-tone telephone. When dialing a number, there should be audible tones. If there are clicks instead, the telephone is not a touch-tone telephone.
- The answering system may not detect the remote access code while the announcement is playing. Try entering the code again when the announcement is over.
- There may be noise interference on the telephone line. Press the dial buttons firmly.
- Make sure the remote access code is entered correctly.
- You might be calling from a telephone which sends tones that are too short for the answering system to detect.
- If there are many messages recorded, the system may take longer than usual to respond.

## In case of difficulty

### Power failure recovery

- If the system is disconnected from its AC power, it will not operate. The announcement and messages are retained in memory during a power failure, but it will be necessary to reset the clock.
- If the system announces, "*Time and day not set,*" after announcing the time and day, it may be necessary to reset the clock.

### The system takes longer than usual to respond.

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

### The message window is off.

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

## General product care

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

- Avoid putting it near heating appliances and devices which generate electrical noise (motors, fluorescent lights, etc.)
- **DO NOT** expose it to direct sunlight or moisture.
- Avoid dropping the answering system and 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.