

AT&T
Consumer Services
VoiceMail Manager 100 User's Guide



Provided exclusively for AT&T VoiceMail

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INTRODUCTION

Enclosed is your ***VoiceMail Manager 100*** for use with ***AT&T VoiceMail***. This system has been designed to be simple to use; however, you can reach its full potential by taking a few moments to read this User's Guide.

The VoiceMail Manager 100 (VM100) is a multi-function product for use with VoiceMail and Caller ID, available from *AT&T Consumer Services*. The VM100 alerts you when you have new VoiceMail messages with a visible blinking red light as well as an audible message that is heard when any phone on your telephone line is picked up. VoiceMail messages are easily retrieved by pushing the preprogrammed DIAL VM speed dial button. The VM100 can also autodial your password if it is entered using SETUP.

Your VoiceMail box status is checked by the VM100 one minute after a phone call is completed and 4 minutes after an unanswered call. The VM100 will dial a toll free 800 # to check the status of your mailbox.

The VM100 also allows you to view the telephone number(s) and name(s) from incoming calls (Caller ID), review all calls to your phone throughout the day (Call Log) and speed dial return calls.

Although the following features are not required for VoiceMail, in order to fully utilize **all** of the VoiceMail Manager 100's features, you must first subscribe to the following services from AT&T Consumer Services:

- Call Waiting and Caller ID

WHAT'S INCLUDED

The following items should be included with your VoiceMail Manager 100:

- ☞ One VoiceMail Manager 100 unit (VM100)
- ☞ One telephone cord
- ☞ One AC power adapter
- ☞ This User's Guide
- ☞ AT&T VoiceMail User Guide

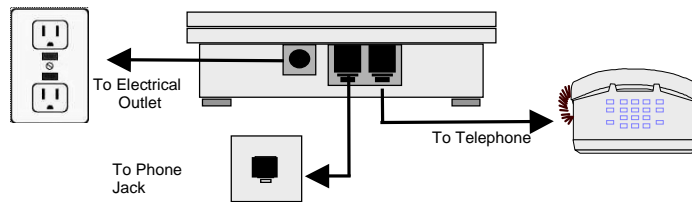
(Please contact AT&T Consumer Services (1 800 288-2747) if any of these items are missing or damaged)

QUICK START YOUR VOICEMAIL MANAGER 100

- ☞ See page 3 to connect your VoiceMail Manager 100.
- ☞ **Wait 15 seconds** for the VoiceMail Manager 100 to initialize.
- ☞ That's all, it is ready to use.

MAKING THE CONNECTIONS

Refer to the following diagram and directions to connect your **VM100**.



1. Select the telephone you wish to use - this should be located near an electrical outlet that is easily accessible. Make sure your telephone is properly connected to a phone jack by a phone cord in good condition.
2. Unplug the phone cord from your telephone (leaving it plugged in to the wall jack), and then plug it into the port on the VM100 labeled **LINE**. Labeling is on the bottom of the unit.
3. Using the phone cord provided, connect your telephone to the VM100 using the port on the VM100 labeled **TEL**.
4. Plug the AC adapter into the electrical outlet and then connect it to the VM100 by plugging the rounded end of the adapter cord into the round power port on the VM100.

THE CONTROL PANEL

The following keys are used in the operation of your VoiceMail Manager 100 system.



DELETE - Erases call(s) from the Call Log.

REVIEW ▲ - Scrolls through the Call Log starting with the oldest received call and moving towards the most recent call.

REVIEW ▼ - Scrolls through the Call Log starting with the newest received call and moving towards the oldest call.

DIAL VM/YES - Press this button to dial your Voice Mailbox. Answers **YES** to a question when the VM100 is in Set Up mode.

FLASH/NO - Press this button to execute a hook flash to pick up a Call Waiting call. Answers **NO** to a question when the VM100 is in Set Up mode.

DIAL/HANG UP - Press this button to speed dial a number from the Call Log. When the desired number appears in the display, press this button to dial. If you make a mistake or change your mind and you have not yet picked up your phone, you may press this button to disconnect your call.

VOICEMAIL INDICATOR LIGHT & NEW MESSAGE ANNOUNCEMENT

The VoiceMail Manager 100 has two indicator lights:



The **red** light will flash when you have a new VoiceMail message. If you subscribe to Caller ID, the **green** light will steadily illuminate when you have received a new call, even if the caller did not leave a message on your VoiceMail.

In addition, the VoiceMail Manager 100 provides a **New Message Announcement**. When you pick up any telephone connected to the line shared with VM100 you will hear, "New VoiceMail." As an option, this feature can be turned off. (If you have more than one VM100 with NEW MESSAGE ANNOUNCEMENT capability, you may want to disable the voice prompt in all but one of the units.) See section on **Setting Up Your VoiceMail Manager 100**.

THE DISPLAY

The VM100 will display and then store the available information about your incoming calls. *Note, in some areas complete information may not be available.*



```
WILLIAMS JOSEPH
1-555-123-4567
12/30 12:30 PM #112 13
```

- The first line will show the name of the person calling you, (*i.e.*, the name of the person to whom that telephone number is listed).
- The second line will be the actual telephone number from which the call is being made.
- The third line will display the date and time of the call, the number of the call, and the repeat count value of the call, (see below).

To maximize the use of the available Call log memory, there is a repeat count feature that tracks the number of calls received from the same caller. When a new call is received having the same phone number as an existing, un-reviewed entry, the repeat count will increase by one.

In the example above, Joseph Williams called from 1-555-123-4567, on December 30 at 12:30 PM. This is the 12th call in the Call Log, and Joseph has called 14 times - one original call, and 13 repeats. (The time and date of the call are sent to the VoiceMail Manager 100 by the telephone company's system.)

INITIALIZATION ERROR MESSAGES

Once you have completed all the connections, the indicator lights on the upper right-hand corner of the VoiceMail Manager 100 should flash once and the display will show **INITIALIZING - PLEASE WAIT**. The VoiceMail Manager 100 will run through a brief initialization process and then display **NO CALLS**.

During initialization, the VoiceMail Manager 100 may display one of several error messages:

PLUG IN THE PHONE LINE - This message will be displayed if the initialization fails because the VoiceMail Manager 100 can not detect a phone line connected to it. Check your connections and make sure the line is free.

SWAP PHONE AND LINE - This message indicates the line from the wall jack and the line to the telephone are connected to the wrong ports on the VoiceMail Manager 100. Disconnect the power cord and swap the lines. Reconnect the power to restart the initialization.

NO DIAL TONE - This message will be displayed if the initialization fails because the VoiceMail Manager 100 cannot detect a dial tone. Check your connections, and make sure the telephone line is free.

HANG UP EXTENSION - Check to see if someone else in the house is trying to use the phone or if some piece of telephone equipment is trying to use the phone line, such as a FAX, modem, or stutter dial tone detector built into a phone.

OTHER DISPLAY MESSAGES

CALLS ## NEW - Appears when the VoiceMail Manager 100 has been idle for more than 30 seconds. It indicates that there are **##** of calls in the Call Log, and **##** of them are new. (e.g., if the display shows **12 CALLS 10 NEW**, you have twelve calls in the Call Log, ten of which are new (not yet reviewed). If there are no calls in the Call Log, the display will show **NO CALLS**.

PRIVATE - This indicates that the person calling you has requested that the telephone company block their number from being recognized by any Caller ID device.

END OF CALL LIST - PRESS DELETE TO DELETE LIST - You are at the end of the Call Log. If you press DELETE, all entries in the Call Log will be erased.

PICK UP THE PHONE - The VoiceMail Manager 100 is not a speaker phone device, and you must use the telephone to talk to your caller. When speed dialing a telephone number from the Call Log, this message reminds you to pick up your telephone handset to complete the call.

UNKNOWN - The call came from an area that does not support your Caller ID service.

UNKNOWN NUMBER - When you are reviewing your calls, this message indicates that the VoiceMail Manager 100 was unable to retrieve the telephone number of the caller. This does not indicate that your VoiceMail Manager 100 is damaged.

SETTING UP YOUR VOICEMAIL MANAGER 100

Please read completely through all of the Set Up instructions prior to beginning. This will familiarize you with your system and help make your Set Up easier.

DEFAULT PROGRAMMING *Once powered on, the VM 100 will run through a brief initialization process ending with NO CALLS showing on the display. During initialization, the VoiceMail Manager 100 may display one of three error messages:*

- ◆ **PLUG IN THE PHONE LINE**
- ◆ **SWAP PHONE AND LINE**
- ◆ **NO DIAL TONE**

Make sure your VoiceMail Manager 100 is properly connected, and the telephone line is free before proceeding with your Set Up. (See page 7.)

OPTIONAL PROGRAMMING Press and hold down both up and down **REVIEW** keys to get into Set Up mode. Once in Set Up mode, the VoiceMail Manager 100 will display questions requesting information required to complete the programming of your unit. The following **keys** should be used to respond appropriately to each question.

- ◆ **DIAL VM / YES** - Answers **YES** to a question.
- ◆ **FLASH / NO** - Answers **NO** to a question.
- ◆ **REVIEW ▲** and **REVIEW ▼** - These keys are referred to as the **REVIEW** keys and are used for changing numbers in your data.

USING THE REVIEW KEYS

Press the **REVIEW ▲** key to *increase* numbers (e.g., **1** to **2**) and press the **REVIEW ▼** key to *decrease* numbers (e.g., **7** to **6**). When the desired number is reached, press **YES** to set, and then enter the next character. After the last number has been set, the VoiceMail Manager 100 will ask, **IS THIS CORRECT? YES/NO**. Press **NO** if you made a mistake and want to re-enter the correct number. If the number is *correct*, press **YES**.

☞ If the character you wish to enter is closer to **9** than to **1**, for more efficient entry you may wish to use the **REVIEW ▼** key to get to the desired character. (e.g., to enter the number **8**, press the **REVIEW ▲** key eight times, or press the **REVIEW ▼** key twice.)

SET UP QUESTIONS

After the VoiceMail Manager 100 enters Set Up mode it will scroll the Set Up questions across the display. Questions you will be asked appear in bold text and the response options are numbered below.

SELECT LANGUAGE? YES/NO

1. Press **NO** to keep English as the default language and move on to the next question.

2. If you wish to select the alternate language (Spanish), press **YES**.
 - a) Although English is the default language, you will be asked, **ENGLISH? YES/NO**. Press **NO** to select the alternate language (Spanish).
 - b) You will be asked, **ESPAÑOL? SI/NO**. Press **YES** to select Spanish.

If you decide you do not want to select Spanish after all, press **NO**. You will be asked **ENGLISH? YES/NO**. Press **YES** to retain English.

SET CONTRAST? YES/NO

The VM100 has adjustable contrast to make the display more readable. You can also adjust the viewing angle of the VM100 by flipping open the built-in stand on the bottom of the unit.

1. Press **NO** to move on to the next question. Press **YES** to adjust the contrast level.
2. If you selected **YES**, the VM100 will prompt you to press the **REVIEW** keys (**▲** and **▼**) to increase or decrease the contrast.
3. Once the contrast is at the desired setting, press **YES** to move on to the next question.

**DISABLE NEW MESSAGE ANNOUNCEMENT?
YES/NO**

1. Press **YES** to disable the voice prompt that plays "**New VoiceMail**".
2. Press **NO** to keep the New Message Announcement.

Note: If you are using more than one VM100 on the same telephone line, you may wish to disable the voice prompt on all but one so that you don't hear an 'echo' on your line.

SET UP DIALING? YES/NO

To enable you to speed dial telephone numbers from the Call Log, the VoiceMail Manager 100 must know how many digits you dial to reach a local telephone number

1. Press **NO** to move onto the next question. Press **YES** to set up dialing.
2. If you pressed **YES**, the VoiceMail Manager 100 will ask, **DO YOU DIAL 7 DIGITS FOR LOCAL CALLS? YES/NO.**
 - a) If you dial only seven numbers to make a local call, press **YES** and the VoiceMail Manager 100 will ask you to enter your area code. Use the **REVIEW** keys to enter your area code.
 - b) If you must dial more than seven (7) numbers to make a local call press **NO**.
3. The VoiceMail Manager 100 will then ask **DO YOU DIAL 10 DIGITS FOR LOCAL CALLS? YES/NO.**
 - a) If you dial 10-digit phone numbers (area code + phone number) for local calls, press **YES** and the VoiceMail Manager 100 will ask, **ENTER AREA CODE FOR 10 DIGIT DIALING.** Using the **REVIEW** keys, enter the area code. After you have entered the area code the VoiceMail Manager 100 will ask **ARE THERE MORE AREA CODES FOR 10 DIGIT DIALING? YES/NO.**

If you must dial 10-digit numbers for local calls that have other area codes, press **YES** and you can enter additional area codes the same way as the first one. Press **NO** to move on to the next question. (*The VM100 will allow you to enter a maximum of six area codes for 10-digit dialing.*)

- b) If you do not dial 10-digit numbers for local calls, press **NO**.
4. If you answered **NO** to both #2 and #3 above, the VoiceMail Manager 100 will ask, **DO YOU DIAL 1 + 10 FOR ALL CALLS? YES/NO**. If you must dial a **1** before all of your calls, press **YES**. If you answer **NO**, the VoiceMail Manager 100 will return to #2 above. You must answer **YES** to one of the three questions in this section if you want to set up dialing.

SET PASSWORD FOR VOICEMAIL ACCESS? YES/NO

*When you press DIAL VM the VoiceMail Manager 100 will autodial your VoiceMail box so you can retrieve your messages. The VoiceMail Manager 100 will then display **PICK UP PHONE AND DIAL PASSWORD**. If you want the VoiceMail Manager 100 to also dial your password then you must enter your password in this set up process. Press **NO** to be prompted to dial your password using your phone after the VoiceMail Manager 100 dials your VoiceMail box. Press **YES** to have the VoiceMail Manager 100 autodial your password.*

The VoiceMail Manager 100 will scroll **SET MAILBOX PASSWORD**. Using the **REVIEW** keys, enter your VoiceMail password (*We suggest that you enter an easy-to remember 6 to 10-digit number as your password*). If your VoiceMail Service includes Enhanced Accounts (multiple mailboxes) then the first digit entered must be the digit corresponding to the mailbox for this password. The following digits will be the password for that mailbox. Press **YES** when finished.

SET ADVANCED OPTIONS? YES/NO

1. Press **NO** to skip advanced options and exit Set Up mode. Press **YES** to set advanced options listed below.
 2. The VoiceMail Manager 100 will ask **TURN ON CALL WAITING CALLER ID? YES/NO**. If you are using a telephone that has Call Waiting Caller ID capability, then answer this question **NO**. If you don't have a telephone with this capability and you subscribe to Call Waiting Caller ID service, you may want to answer **YES**.
 3. The VoiceMail Manager 100 will ask **CLEAR ALL SETUP VALUES? YES/NO**. Press **YES** to erase all Set Up entries you have made and return them to the system defaults. If you press **YES**, the VoiceMail Manager 100 will ask if you are sure. Press **YES** if you are certain you want to return all values to the system defaults and reset the VoiceMail Manager 100. Press **NO** to leave your entries untouched.
- ☞ During Set Up, you do not need to set the date and time in your VoiceMail Manager 100, as this information is supplied by your telephone company's Caller ID platform, and will automatically update when you receive a call.

Once you have completed the Set Up procedures you will be ready to use the exciting features of your new **AT&T VoiceMail Manager 100**. Please completely read through each section of this User's Guide prior to using each feature, as this will help you operate your system.

VIEWING CALLS

When a new call comes in, the VoiceMail Manager 100 automatically displays the telephone number from which the call is being made, the name of the person for whom the telephone number is listed, and the time and date of the call. (Refer to The Display). For this feature to work you must subscribe to Caller ID.

You may answer an incoming call at any time by simply picking up the handset of your telephone; however, the Caller ID data is transmitted between the first and second ring: If you pick up the phone too quickly, the VoiceMail Manager 100 will not display this information. If you choose not to answer the call, or you are not available to answer the call, the information regarding the call will be stored in the VoiceMail Manager 100's Call Log.

To view calls in the Call Log use the **REVIEW ▼** key to move from the newest call towards the oldest call, or the **REVIEW ▲** key to move from the oldest call towards the newest. If there are no calls in the Call Log, pressing the **REVIEW** keys will prompt the **CALL LIST EMPTY** message.

SPEED DIALING RETURN CALLS

If you wish to return a call, you may speed dial any number from your Call Log. Press the **REVIEW** keys until the number you wish to call appears in the Display. Press the **DIAL PHONE** button and the VoiceMail Manager 100 will dial the number for you. The VoiceMail Manager 100 will then display the message **PICK UP THE PHONE**. Pick up your telephone handset to talk. (See Set Up Dialing, page 12)

DELETING CALLS

To delete a single call from the Call Log, use the **REVIEW ▲** or **REVIEW ▼** key to locate the call you wish to delete. Press the **DELETE** key, and then press **YES**. The call will disappear from the display.

To delete all the calls in the Call Log, press the **DELETE** key twice when viewing a Call Log entry. The VoiceMail Manager 100 will ask **DELETE ALL CALLS? YES/NO**. Press **YES** to confirm and all calls will be deleted. The message **NO CALLS** will be displayed.

The VoiceMail Manager 100 can store up to 97 calls in the Call Log. When the Call Log is full, the oldest call will automatically be deleted from the Call Log memory.

CHECKING VOICEMAIL

Checking VoiceMail is easier than ever with the VoiceMail Manager 100. Simply press the **DIAL VM** button and the VoiceMail Manager 100 will dial your Voice Mailbox and display **PICK UP PHONE AND DIAL PASSWORD**. If you have configured your VoiceMail Manager 100 to dial automatically your password, the display will show **PICK UP PHONE**.

To listen to your messages, pick up your phone when the VoiceMail Manager 100 scrolls the **PICK UP PHONE** message. Use your telephone keypad to play, save, and delete messages, as well as perform other VoiceMail functions.

USING CALL WAITING

When you are on the telephone and a new call comes in, the Caller ID information about the new call will appear in the display and the **NEW CALL** light will illuminate. (Refer to [Viewing Calls](#)). If you don't already have a phone or caller ID device with this capability then you must go to SETUP (page 14) and TURN ON CALL WAITING CALLER ID.

If you wish to answer the new call, press the **FLASH** button on the VoiceMail Manager 100 to put your first caller on hold while you answer the Call Waiting call. Press the **FLASH** button to return to the original caller.

If you decide not to answer the Call Waiting call, the call information will be stored in the VoiceMail Manager 100's Call Log. Review the Call Log as described in [Viewing Calls](#).

TROUBLESHOOTING

If the VoiceMail Manager 100 behaves abnormally during use, it will need to be reset.

To reset the VoiceMail Manager 100, do the following:

1. Disconnect unit - remove power cord and telephone lines.
2. Wait for one minute.
3. Reconnect the telephone lines and power cord. Wait for initialization.

Press and hold both REVIEW keys to get into Set Up mode, proceed as follows:

1. Press **NO** to move through the Set Up questions until the question **SET ADVANCED OPTIONS? YES/NO** appears. Press **YES** to set the advanced options.
2. Press **YES** to the question **CLEAR ALL SETUP VALUES? YES/NO**. Press **YES** to confirm.
3. Reset the VoiceMail Manager 100 parameters or wait a few seconds for the Set Up mode to time out.

☞ Clearing all Set Up values is an important part of resetting your unit so that it will function properly.

GETTING HELP

If you have difficulty with your VoiceMail Manager 100, you may call your AT&T Consumer Local Services (1 800 288-2747) representative for assistance or visit us on the Web at www.localhelp.att.net.

FCC REGULATIONS AND COMPLIANCE

PART 15

Some electronic equipment can generate and radiate radio frequency energy that may cause radio and/or television interference if not installed and used properly. This equipment has been tested by the manufacturer and found to comply with the limits for a Class B digital device, as specified in Part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation; however, there is no guarantee that interference will not occur in a particular installation. The user is encouraged to try the following to correct interference that occurs:

- When possible, re-orient the receiving radio or television antenna.
- Increase the separation between this equipment and the antenna of the affected device; or
- Connect the equipment to an AC receptacle that is on a different circuit than the affected device.

PART 68

This equipment complies with Part 68 of the FCC regulations. You will find the applicable label on the device. The label contains the FCC registration number and Ringer Equivalence Number (REN) for this equipment. If requested, provide this information to the telephone company. The label also provides the jack type used, which for this equipment is type RJ11.

The REN is used to determine the number of devices that may be connected to a particular line. In most areas, the sum of the RENs should not exceed five (5) for the attached devices to ring properly. To be certain of the number of devices that you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN allowed for your area.

In the event that this equipment should fail to operate properly, disconnect it from the telephone line and discontinue its use until it is repaired. Repairs can be made only by the manufacturer.

If any of your telephone equipment causes harm to the telephone network, the telephone company may disconnect your service temporarily. If this is necessary, you will be notified as soon as possible. If this occurs, you will be informed of your right to file a complaint with the FCC. Your telephone company may make changes to its facilities equipment, operations, or procedures that could affect the proper functioning of your equipment. If such changes are to be made, you will be notified.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

PRODUCT WARRANTY

Notify Technology, the equipment manufacturer, warrants this product against defects in materials and workmanship for a period of one (1) year from the date of original retail purchase. This warranty is limited to the repair or replacement of this product only and does not extend to damage, malfunctions or product failures caused by: (1) accident, misuse, or abuse; (2) the repair or modification of our product by anyone other than Notify; (3) non-Notify products attached to or used with our product; or (4) any other condition not arising under normal operating conditions. This warranty is in lieu of all other warranties expressed or implied.

If the unit should prove defective within the warranty period, please contact AT&T Consumer Services at 1-800-288-2747 and select Repair option for product return information.

THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, WHETHER WRITTEN OR ORAL, EXPRESS OR IMPLIED. NOTIFY TECHNOLOGY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. No Notify dealer, agent, or employee is authorized to make any modification, extension, or alteration to this warranty. No written or oral information or advice given by Notify or any dealer or distributor will create any warranty nor in any way increase the scope of this warranty. Any implied warranties are limited in duration to ninety (90) days.

These limitation on liability and types of damages apply regardless of the form of any lawsuit or claim you may bring, whether in tort, contract or otherwise.

Some states do not allow exclusion or limitation of incidental or consequential damages or exclusion of implied warranties, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

INSTRUCTIONS FOR WALL-MOUNTING YOUR VM100

To save desk space and facilitate ease of use, your VoiceMail Manager 100 can be mounted on the wall. Use the template on the following page and two (2) one-inch-long #6 screws.

1. Choose a location that is near a telephone jack and a power outlet.
2. Position the wall-mounting template where you want to mount the VoiceMail Manager 100. Using a pencil, lightly mark on the wall the location of the mounting holes.
3. Start the screw holes by lightly tapping a nail into your pencil marks. Remove the nail and insert the screws into the nail holes and tighten the screws until there is one-eighth of an inch (1/8") clearance between the wall and the heads of the screws.
4. Mount the VoiceMail Manager 100 on the wall by aligning the holes in the base of the VoiceMail Manager 100 with the screws on the wall. Slide the unit down until it locks into place.

WALL MOUNTING TEMPLATE



2.3 Inches

We recommend one-inch #6 screws for mounting the VoiceMail Manager 100.

SAFETY PRECAUTIONS

Please Review These Safety Precautions

- ⚡ Never install telephone wiring during a lightning storm.
- ⚡ Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- ⚡ 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.
- ⚡ Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- ⚡ Do not use the telephone to report a gas leak in the vicinity of the leak.
- ⚡ To reduce the risk of fire or shock hazard, do not expose this product to rain or moisture.
- ⚡ To reduce the risk of electric shock, do not remove cover or back. There are no user-serviceable parts inside.

VOICEMAIL MANAGER 100

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