



AT&T Phone – Advanced (AP-A) Setup and User Guide

Welcome to AT&T Phone – Advanced (AP-A)

Please begin setup on or after your service activation date provided in the AT&T order confirmation email. When you're ready to begin, watch the AP-A Setup video at **att.com/apasupport**. The video walks you through the easy self-setup steps. No tools are needed.

NOTE: Remember that AP-A self-setup does not use your home phone jacks. Before you begin setup, unplug your existing phone(s) from the phone jack(s).



Where to set up your AP-A device:

For the best cellular connection, choose a spot near a window or outside wall on the first or second floor.

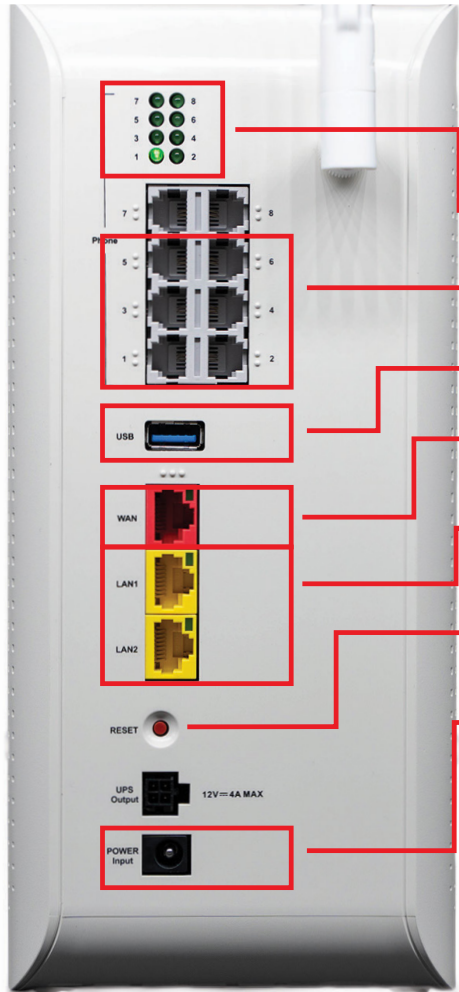
If you have a wired broadband internet modem in a convenient location (not in a closet or basement), set up the AP-A device nearby to connect to it.

Review page 7 for broadband connection.



WARNING: NEVER plug the AP-A phone cable into your home phone jack. Doing so may damage the device and/or your home wiring. It may also start a fire. If you want to use your existing home telephone wiring with the AP-A device, please call **866.328.8559**. When prompted, say you are calling about AT&T Phone – Advanced. When prompted again, say you need Technical Support. There may be a charge for a technician to install AP-A in your home.

Device ports, connections, and power



Phone port indicator light

Phone ports

USB port is disabled. **Do not use.**

Ethernet connection to broadband/router LAN port

AP-A LAN ports are disabled. **Do not use.**

Do not hold down the red reset button.
Quickly press and release it to reboot.

Power cable to wall outlet





1

Take the AP-A device out of the box.

2

Screw each antenna at the top of the device and turn clockwise to attach them. Refer to pages 6-7 for information on device placement for cellular signal strength and broadband connection.

3

If you don't have broadband internet, skip to step 4 and disregard the Ethernet cable included in the box, labeled "3."
If you do have broadband internet, and you are able to place your AP-A device next to your internet router:

A. Attach the red end of the Ethernet cable to the red WAN port on the back of the AP-A device.

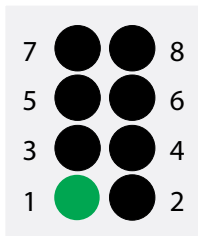
B. Attach the yellow end to one of the LAN ports (usually yellow) on your internet router.

4

Attach one end of the power cable to the POWER Input port on the back of the AP-A device and the other end into a wall power outlet. A surge protector is recommended.

5

After phone port indicator #1 is solid green (may take up to 10 minutes after initial power-up), connect a phone cable between your phone and phone port #1 on the back of the AP-A device. If your AP-A service will use your existing phone number(s), call **877.377.0016**, from the handset you just plugged in, to complete the phone number transfer(s).



Test your signal strength:

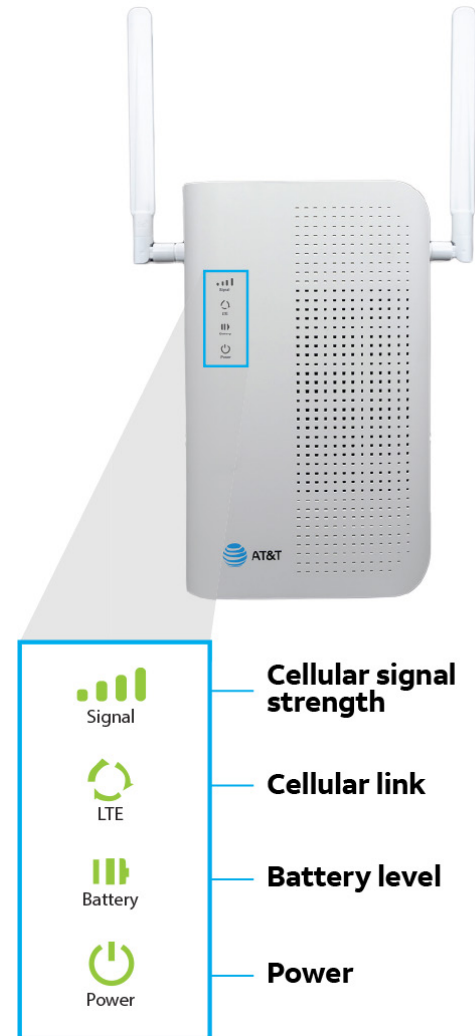
Check the cellular signal strength indicator on the front of the AP-A device. This may take up to 10 minutes to register with the network after the first time you plug it in and turn it on.



Signal

Signal strength may vary in different parts of your home.

If you don't see two or more green bars of signal strength, you may need to move the AP-A to a higher floor (and/or closer to a window).



If you do not connect your AP-A to broadband internet:

- The AP-A device will only use the AT&T cellular connection.
- Any interruption in your AT&T cellular service may interrupt your AP-A phone service.

If you connect your AP-A device to broadband internet:

- As long as your AP-A device receives an AT&T cellular signal, the AP-A device will use the cellular connection most of the time, and it will automatically switch to broadband if your cellular connection goes down.
- If your AP-A device does not receive an AT&T cellular signal, AP-A will use only your broadband internet and will not switch to cellular if your broadband internet goes down.
 - In this scenario, any interruption in your broadband internet service—including a power outage—may interrupt your AP-A phone service. Without an AT&T cellular signal, you may not be able to make calls, including 911 emergency calls.
- During a power outage or broadband internet outage, disconnect the Ethernet cable from your modem so the AP-A device can use the cellular connection to complete your calls.

How do I manage my phone, fax, and alarm lines?

Your Customer Service Summary indicates how many phone line(s) you ordered. If you ordered more than one AP-A phone line, your phone lines will be assigned to the phone ports on the back of the AP-A device in the following order, using the numbers shown next to each phone port on the AP-A device:

1. Phone line(s) are first (if any)
2. Then any fax line(s)
3. Then any alarm line(s)
4. And finally, any modem line(s)

To figure out which phone numbers are assigned to which AP-A phone ports, plug a phone into each AP-A phone port and use a different phone to place a call to each AP-A phone number, or call AT&T Customer Care at **866.328.8559**. When prompted, say you are calling about AT&T Phone – Advanced. When prompted again, say you need Technical Support. To test a fax line, a fax machine must be connected to the appropriate AP-A phone port. Contact your alarm company to connect any alarm lines.

Can I use multiple handsets for the same telephone line?

If you have multiple handsets for the same telephone line throughout your home, please use a cordless phone system that includes multiple handsets. Any standard cordless phone system should be compatible as long as the base station is plugged into the correct phone port on the AP-A device.

REMEMBER: NEVER plug the AP-A device into any phone jack in your home.

Who do I call for help?

Call AT&T Customer Care at **866.328.8559**. When prompted, say you are calling about AT&T Phone – Advanced. When prompted again, say you need Technical Support.



911 NOTICE: BEFORE MOVING THIS AT&T PHONE – ADVANCED DEVICE TO A NEW ADDRESS, CALL AT&T CUSTOMER CARE AT 866.328.8559, AND ASK FOR HELP WITH AT&T PHONE – ADVANCED, OR YOUR 911 SERVICE MAY NOT WORK CORRECTLY.

You must keep the registered address of this device up to date to ensure a 911 operator will receive your proper location information. When a 911 call is placed, you may have to provide your location address to the 911 operator. If not, 911 assistance may be dispatched to the wrong location. If you move this device to another address without first contacting AT&T, your AT&T Phone – Advanced service may be suspended.

Simplify your life with the Feature Portal:

Manage all your calling features in one place.

1. Go to **att.com/phonefeatures**.
2. Log in to your myAT&T account or create an User ID and Member ID when prompted (if you don't have one).
3. Explore and manage features, such as:
 - Call Protect: Block unwanted calls.
 - Call Forwarding: Redirect calls to another number.
 - Call Screening: Filter calls based on your preferences.
 - Call History: View your call logs.
 - Address Book: Keep your contacts organized.
 - Voicemail: Configure and check your messages.

Calling features are only available on voice lines (not fax or data lines).

Set up your voicemail:

Our voicemail feature allows you to receive, store, and manage your voice messages effortlessly.

1. Go to **att.com/phonefeatures**.
2. Log in to your myAT&T account or create an User ID and Member ID when prompted (if you don't have one).
3. In the portal, click on Voicemail Settings and turn voicemail On.
4. Call *98 from your AT&T Phone – Advanced line.
5. Follow the prompts to record your personalized greeting and set your secure PIN.
6. A beeping dial tone on your phone indicates new messages.
7. Dial *98 to listen to them.

Three-Way Calling

1. While on an existing call, press the Flash (or Talk) key on your phone to put the first party on hold.
2. When you hear a dial tone, dial the second party's number (wait up to four seconds).
3. When the second party answers, press the Flash (or Talk) key again to complete the three-way connection.
4. If the second party does not answer, press the Flash (or Talk) key to end the connection and return to the first party.

Call Waiting

You will hear two tones if someone calls while you are already on a call.

1. To hold the current call and accept the waiting call, press the Flash (or Talk) key.
2. Press the Flash (or Talk) key anytime to switch back and forth between calls.

Calling features

To use one of the following calling features, dial the star code when you hear dial tone. Or go to **att.com/phonefeatures** to manage them online.

How to use your AP-A device *cont'd*

Call forwarding and call blocking			
Feature	Description	Turn On	Turn Off
All Call Forwarding	Forward all incoming calls	Dial *72 , enter a forwarding number, then press #	Dial *73#
Busy Call Forwarding	Forward all incoming calls to another number when your line is busy	Dial *90 , enter a forwarding number, then press #	Dial *91#
No Answer Call Forwarding	Send missed calls to voicemail or to another number	Dial *92 , enter a forwarding number, then press #	Dial *93#
Safe Call Forwarding	Forward calls to an alternate number in the event of a service disruption	Dial *372 , enter a forwarding number, then press #	Dial *373#
Call Blocking	Prevent calls from up to 100 numbers from ringing through to your phone	Dial *61 to block individual unwanted inbound calls	Dial *80
Anonymous Call Blocking	Prevent calls from callers who block their Caller ID information	Dial *77#	Dial *87#
Digital Phone Call Protect	Automatically block calls from likely scammers and get alerts about suspected spam ¹	Digital Phone Call Protect is turned on by default with service	Call 866.328.8559 to request to be turned off or go online

Caller ID, call handling and call waiting			
Feature	Description	Turn On	Turn Off
Caller ID	Display your Caller ID information when you make an outgoing call	Caller ID is turned on by default with service	
Call Trace	Trace the number of the call you received last. Note that there is a fee for each use of Call Trace which varies by area. ¹	Dial *57#	
Do Not Disturb	Prevent all incoming calls from ringing through, giving callers a busy signal	Dial *78#	Dial *79#
Caller ID Blocking (single call)	Block your name and number on a per call basis	Dial *67 , the number you are calling, then press #	Dial *82 , the number you are calling, then press #
Call Waiting	Play an audible tone when an incoming call is waiting to be answered	Call Waiting is activated by default with service	

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How to use your AP-A device *cont'd*

Caller ID, call handling and call waiting

Feature	Description	Turn On	Turn Off
Cancel Call Waiting (all calls)	Stop Call Waiting for all calls so you are not interrupted	Dial *370#	Dial *371#
Cancel Call Waiting (single call)	Stop Call Waiting on a per-call basis so you are not interrupted	Dial *70 , the number you are calling, then press #	Call Waiting resumes when you end your call
Cancel Call Waiting (mid-call)	Stop Call Waiting during an active call	Press Flash , dial *70# , then press #	Call Waiting resumes when you end your call
Three-way Calling	Add a third party to an existing conversation	Press Flash (or get a dial tone), dial the third party, press Flash again	End your call

Notes

- To place a call, dial 1+ area code +number, such as 866.328.8559.
- AP-A requires a touch-tone phone. Rotary or pulse-dialing phones are not supported.
- AP-A cannot be used to make 500, 700, 900, 976, 0+ collect, operator-assisted, or dial-around calls (e.g., 1010-XXXX).
- The AP-A device does not support texting or multimedia message services (MMS).

Power outages

AP-A has a built-in battery with standby time of up to 24 hours, depending on environmental factors.

NOTE: During a power outage you'll need a standard corded phone that doesn't require external power to function to make all calls, including 911.

Home broadband internet outages

If you are relying entirely on home broadband internet connection (i.e., your AP-A cellular strength indicator is off, indicating no cellular signal), interruption of the home broadband internet will interrupt AP-A telephone service. AP-A service may be restored on a limited basis if you move the AP-A device to a higher floor and/or closer to a window and locate a strong enough cellular signal.

How to use your AP-A device *cont'd*

In-home wiring



WARNING: NEVER plug the AP-A phone cable into your home phone jack. Doing so may damage the device and/or your home wiring. It may also start a fire. If you want to use your existing home telephone wiring with the AP-A device, please call **866.328.8559**. When prompted, say you are calling about Phone Advanced. When prompted again, say you need Technical Support. There may be a charge for a technician to install AP-A in your home.

Additional connection support




If you need additional support for connecting your fax, alarm, medical monitoring or other connection to the AP-A device, call AT&T Customer Care at **866.328.8559**. When prompted, say you are calling about Phone – Advanced. When prompted again, say you need Technical Support. Always confirm with your providers that all monitored services (alarm, medical devices, and others) are operating properly.

Battery and SIM access




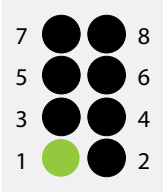

To access the battery and SIM card, insert two quarters into the two slots on the bottom of the device and turn counterclockwise. To order a replacement battery, call **866.328.8559**. When prompted, say you are calling about Phone – Advanced. When prompted again, say you need Sales.



Icon	Icon name	Status	Condition
 Signal	Cellular signal strength	4 bars	Very strong signal
		3 bars	Strong signal
		2 bars	Medium signal
		1 bar	Weak signal
		Off	No signal
 LTE	Cellular link	Green solid	Cellular link is complete
		Green flashing	Attempting to complete cellular link
		Off	No cellular link
 Battery	Battery power	Green solid	Battery charged & power connected
		Blue flashing	Battery charging
		Amber flashing	Battery in use & power not connected
		Red flashing	Battery low & power not connected

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Indicator lights *cont'd*

Icon	Icon name	Status	Condition
 Power	Device power	Green solid	On
		Off	No power
		Red or blue	Call AT&T Customer Care at 866.328.8559 . When prompted, say you are calling about AT&T Phone – Advanced. When prompted again, say you need Technical Support.
		Orange	Updating software
	Phone indicator lights	Green solid	Ready
		Green slow flash	Ringing or ongoing call
		Green fast flash	Registration failed; call AT&T Customer Care at 866.328.8559 . When prompted, say you are calling about AT&T Phone – Advanced. When prompted again, say you need Technical Support.
		Off	No active line
	WAN jack (broadband internet connection)	Green solid	Link detected, no activity
		Green flashing	Link active
		Off	No link detected

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