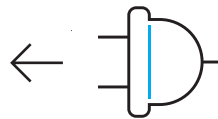


# AT&T Phone – Advanced (AP-A)

## Installation and User Guide

AT&T Phone – Advanced (AP-A) does not use your home phone wall jacks. Before you begin setup, unplug your existing phone(s) from the phone wall jack(s).



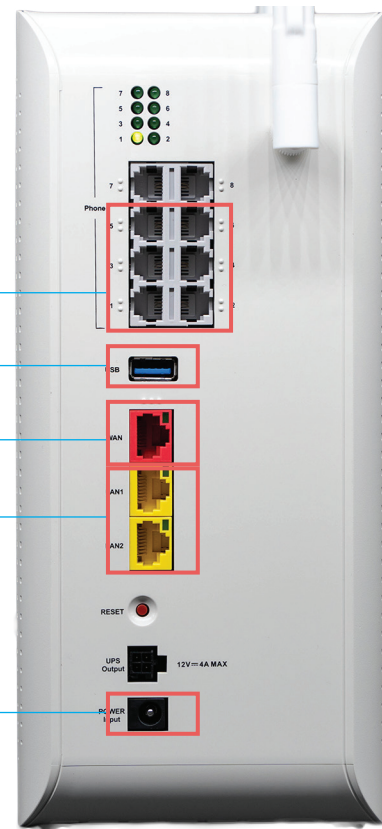
Power cable to wall outlet.

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.**



## Choose one of 2 simple setup options:

### SETUP OPTION 1: HOME BROADBAND:

Choose this option if:

- You have home broadband, and your broadband modem is in a convenient location (not in a closet or basement, etc.).
- **WARNING:** If your AP-A device does not receive an adequate AT&T cellular signal, AP-A will use only your home broadband, and will not switch to cellular if your home broadband is interrupted for any reason.

Follow setup instructions on page 3.

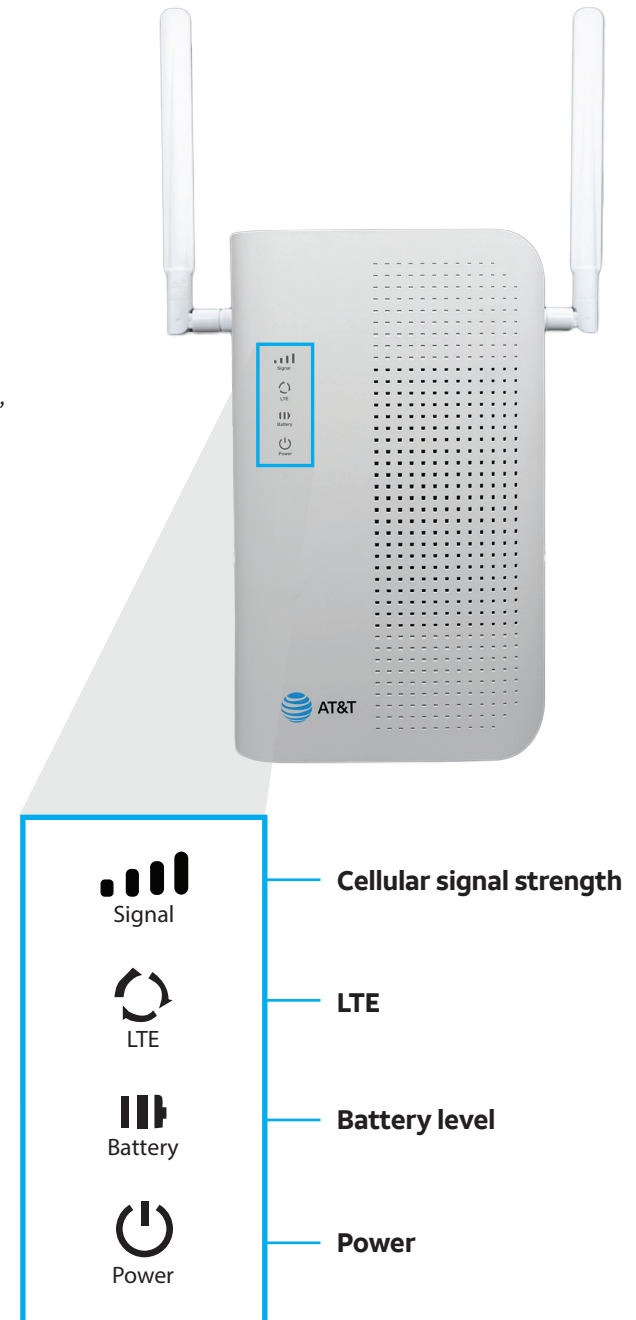
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**SETUP OPTION 2: CELLULAR:** This option is not recommended if you have more than one phone line on your AP-A device.

Choose this option if:

- You receive an adequate AT&T cellular signal on the first or second floor of your home, and
- Either you don't have home broadband, or your broadband modem is in an inconvenient location (such as a closet or basement, etc.).

Follow setup instructions on page 4.



## Setup Option 1

**HOME BROADBAND:** Select the location for your AP-A device near your broadband modem.

1

Take the AP-A device out of the box.

2

Attach the two cellular antennas to the AP-A device.



3

Attach one end of the Ethernet cable to the red WAN port on the back of the AP-A device and the other end to one of the LAN ports (usually yellow) on the broadband modem/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.



Check **cellular signal strength indicator** on the front of the AP-A device:

Signal strength may vary in different parts of your home. If you don't see two or more green bars of signal strength, in a power outage or broadband outage you may need to move the AP-A to a higher floor (and/or closer to a window) so the AP-A device can use the cellular connection to complete your calls. With this setup option, if your AP-A device does not receive an AT&T cellular signal, AP-A will use only your broadband and will not switch to cellular if your broadband goes down. In this scenario, any interruption in your home broadband service—including due to a power outage—may result in the interruption of your AP-A phone service. Without an AT&T cellular signal, you may not be able to make calls, including 911 emergency calls.

5

After phone jack indicator #1 is solid green, connect a phone cable between your phone and phone jack #1 on the back of the AP-A device. If your AP-A service will use existing phone number(s) that you had previously, call **877.377.0016** to complete the phone number transfer(s) to AP-A.

**NOTE:** With this setup option, as long as your AP-A device receives an AT&T cellular signal, the AP-A device will use your broadband most of the time, and it will automatically switch to cellular if your broadband goes down.

See additional setup instructions on page 5.

## Setup Option 2

**CELLULAR:** Select the location for your AP-A device on the first or second floor near a window or outside wall (to ensure the best cellular connection).

1

Take the AP-A device out of the box.

2

Attach the two cellular antennas to the AP-A device.



3

Since you are not connecting the AP-A device to home broadband, you can skip this step.

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.



Check **cellular signal strength indicator** on the front of the AP-A device:

Signal strength may vary in different parts of your home, so you may need to check multiple locations in your home for the strongest signal. If you don't see two or more green bars of signal strength, move the AP-A to a higher floor (and/or closer to a window).

5

After phone jack indicator #1 is solid green, connect a phone cable between your phone and phone jack #1 on the back of the AP-A device. If your AP-A service will use existing phone number(s) from your prior phone service, call **877.377.0016** to complete the phone number transfer(s) to AP-A.

With this setup option, the AP-A will only use the AT&T cellular connection. Any interruption in your AT&T cellular service may result in the interruption of your AP-A phone service.

See additional setup instructions on page 5.

## Additional setup instructions



**WARNING:** NEVER plug the AP-A phone cable into your home phone wall jack. Doing so may cause electrical shorts and/or damage your home wiring or the AP-A device.

Signal strength may vary in different parts of your home. If you don't see two or more green bars of signal strength on the front of the AP-A device, in a power outage or broadband outage you may need to move the AP-A to a higher floor (and/or closer to a window).

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 jacks on the back of the AP-A device in the following order, using the numbers shown next to each phone jack on the AP-A device:

- Phone line(s) are first (if any)
- Then any fax line(s)
- Then any alarm line(s)
- And finally, any modem line(s)

To determine which phone numbers are assigned to which AP-A phone jacks, plug a phone into each AP-A phone jack and use a different phone to place a call to each AP-A phone number, or call AT&T Customer Care at **800.288.2020**. To test a fax line, a fax machine must be connected to the appropriate AP-A phone jack. Contact your alarm company to connect any alarm lines.

If you would like 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, provided the base station is plugged into the correct phone jack on the AP-A device. **REMEMBER:** NEVER plug the AP-A device into any phone wall jack in your home.

If you don't have an available electrical outlet to plug the AP-A device into, a surge protector is recommended.

Call AT&T Customer Care at **800.288.2020** for assistance with your AT&T service.



**911 NOTICE: BEFORE MOVING THIS AT&T PHONE – ADVANCED DEVICE TO A NEW ADDRESS, CALL AT&T AT 800.288.2020, 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.

## Using your AP-A device

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

### 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.

### Call Forwarding

To forward all incoming calls, dial: \*72, then the 10-digit number to which you wish to forward your calls, then #. (Example: \*72123-456-7890# forwards your calls to the phone number 123-456-7890).

To stop forwarding all incoming calls, dial \*73#.

## Using your AP-A device *continued*

### Notes

- AP-A does not provide voicemail service.
- AP-A requires 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.

**Heads up:** 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 Outages

If you are relying entirely on home broadband connection (i.e., your AP-A cellular strength indicator is off, indicating no cellular signal) interruption of the home broadband 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.

### In-Home Wiring



**NEVER** plug the AP-A device into a phone wall jack in your home. Doing so may damage the device and/or your home wiring. It may also start a fire.

### 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 **800.288.2020**. Always confirm with your alarm, medical, or other monitoring service to ensure services 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.**


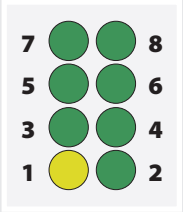



## Indicator lights

Icon	Icon name	Status	Condition
 <p>Signal</p>	Cellular signal strength	4 bars	Very strong signal
		3 bars	Strong signal
		2 bars	Medium signal
		1 bars	Weak signal
		Off	No signal
 <p>LTE</p>	Cellular link	Green solid	Cellular link is complete
		Green flashing	Attempting to complete cellular link
		Off	No cellular link
 <p>Battery</p>	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



## Indicator lights *continued*

Icon	Icon name	Status	Condition
 Power	Device power	Green solid	On
		Off	No power
		Red or blue	Call AT&T Customer Care at <b>800.288.2020</b>
	Phone jacks	Green solid	Ready
		Green slow flash	Ringling or ongoing call
		Green fast flash	Registration failed; call customer care
		Off	No active line
	WAN Jack (broadband connection)	Green solid	Link detected, no activity
		Green flashing	Link active
		Off	No link detected

