



AT510™ Manual



4290-0002
02/2005

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Toll fraud is committed when individuals unlawfully gain access to customer telecommunication systems. This is a criminal offense. Currently, we do not know of any telecommunications system that is immune to this type of criminal activity. AltiGen Communications, Inc. will not accept liability for any damages, including long distance charges, which result from unauthorized and/or unlawful use. Although AltiGen Communications, Inc. has designed security features into its products, it is your sole responsibility to use the security features and to establish security practices within your company, including training, security awareness, and call auditing.

NOTICE

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Warranty

What the Warranty Covers

AltiGen Communications warrants its hardware products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, AltiGen Communications will, at its sole option, repair, refund or replace the product with a like product.

How Long the Warranty is Effective

All AltiGen Communications products are warranted for one (1) year for all parts from the date of the first end user purchase.

Whom the Warranty Protects

This warranty is valid only for the first end user purchaser.

What the Warranty Does Not Cover

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
 - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b. Repair or attempted repair by anyone not authorized by AltiGen Communications.
 - c. Any damage of the product due to shipment.
 - d. Removal or installation of the product.
 - e. Causes external to the product, such as electric power fluctuations or failure.

- f. Use of supplies or parts not meeting AltiGen Communications' specifications.
- g. Normal wear and tear.
- h. Any other cause, which does not relate to a product defect.
- i. Shipping, installation, set-up and removal service charges.

Effect of State Law

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

Sales outside the USA

For AltiGen Communications products sold outside of the USA, contact your AltiGen Communications dealer for warranty information and services.

Important Safety Instructions

Before using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Only use the power adapter supplied with the product.
4. Unplug this product from the telephone jack and the power outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
5. Do not use this product near water, such as near a bathtub, sink, laundry tub, in a wet basement, or near a swimming pool.
6. Do not place this product on an unstable cart, stand, or table. Serious damage may result if the product falls.

7. Slots or openings in the cabinet and the back and bottom are provided for ventilation to protect the phone from overheating. These openings must not be blocked or covered. The product should never be placed near or over a radiator or heat register.
8. This product should be operated only from the type of power source indicated on the marking label.
9. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it. Do not attach the power cord to building surfaces.
10. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
11. Never push any objects into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
12. If this product does not operate normally, see the "In Case of Difficulty" section in this owner's manual. If you cannot resolve the problem, or if the product is damaged, refer to the "Limited Warranty" section of this owner's manual. Opening the product or reassembling it incorrectly may expose you to dangerous voltages or other risks, and will void the warranty.
13. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - a. When the power supply cord or plug is damaged or frayed.
 - b. If liquid has been spilled into the product.
 - c. If the product has been exposed to rain or water.
 - d. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions.
 - e. If the product has been dropped or the cabinet has been damaged.
 - f. If the product exhibits a distinct change in performance.
14. Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock and/or hearing damage from lightning.
15. Do not use the telephone near a gas leak even to report the leak.

Overview

Introduction

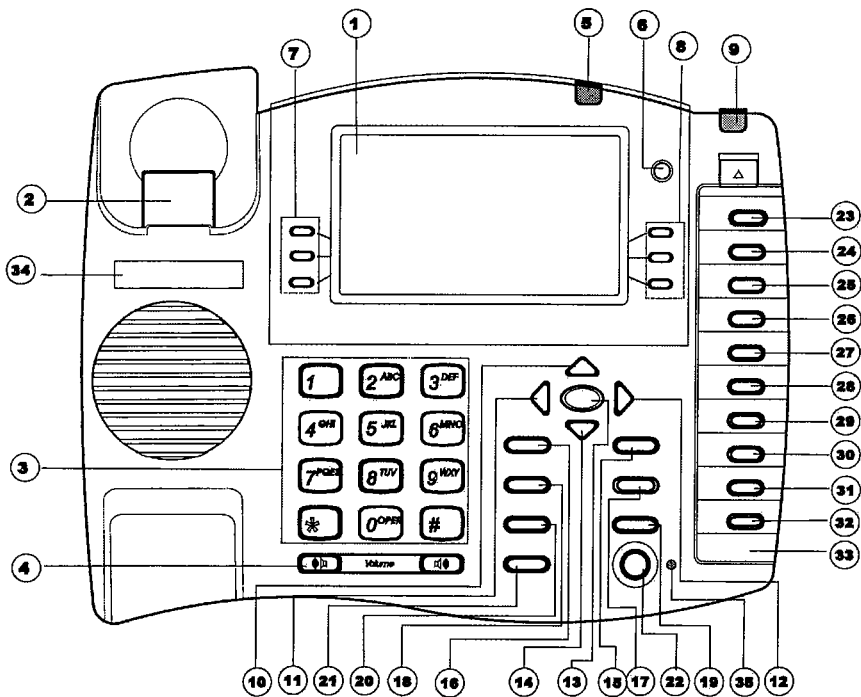
Congratulations on the purchase of your new telephone. It has been manufactured to very high quality standards for convenient and reliable service. This telephone can be used with "Call Identification (Caller ID) Service" that is provided by the AltiGen phone system. When used with these services, your telephone displays the telephone number or the telephone number and name of each caller before you answer the call allowing you to screen your calls.

In addition to Caller ID services, the AltiGen phone system provides message waiting services, the voice mail waiting indicators will inform you there is a message waiting in your voice mailbox.

Features

- 160 x 80 Graphical Display
- 6 Soft keys
- 4 Selectable Ring Tones
- Adjustable Ringer Volume (OFF/1/2/3)
- Call Timer
- Display Extension Number and Name (User programmable)
- 5 Redial Numbers Selection
- Security feature (Block displaying VM password on screen and storing in redial memory)

Controls and Functions



1. LCD display
2. Hook switch
3. Telephone keypad
4. Volume - to adjust receiver volume for handset, speaker, headset and ringer.
5. Message light - Visual message waiting indicator.

6. **o button** - to adjust LCD contrast.
7. **Soft Keys** - System Call Park Pickup/Extension Management/Line Park Pickup
8. **Soft Keys** - Account Code/Workgroup Management/More
9. **In Use** - line in use indicator.
10. **▲** - to review upward from the oldest caller ID record.
11. **◀** - to move cursor left during programming.
12. **▶** - to move cursor right during programming.
13. **Dial/Enter button** – to dial number displayed or to accept entry
14. **▼** - to review downward from the newest caller ID record.
15. **Flash button** – during a call, to access calling features.
16. **Directory button** – to begin using directory features.
17. **ⓞ button** – to connect or to disconnect voice path to headset.
18. **Hold with indicator** – to put a call on hold, LED is on when active.
19. **Mute with indicator** – to mute transmitter, LED is on when active.
20. **Redial/Pause button**
21. **Goodbye** – to hang up a call at any time.
22. **Speaker** – to activate or to deactivate speakerphone.
23. **Menu** – to set telephone operation parameters.
24. **Save** – to begin programming of memory buttons or directory.
25. **Delete** – to delete one or all records in caller ID log or directory
26. **DND** – to activate Do Not Disturb
27. **Intercom** – to activate Intercom feature
28. **M1 – programmable memory button**
29. **M2 – programmable memory button**
30. **M3 – programmable memory button**

31. **M4 – programmable memory button**
32. **Voice Mail** – access to AltiGen Voice Mail System
33. **Key Card Insert**
34. **Index Card**
35. **Speakerphone Indicator**

Parts Checklist

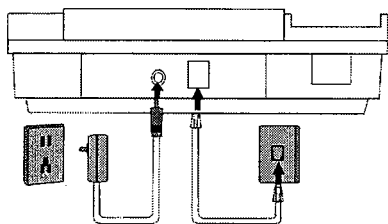
Remember to save your sales receipt in case you ever need warranty service. Check to make sure your package includes the items described below:

1. Telephone Base/Wall Mount Bracket
2. AC/DC Adapter
3. Telephone Handset
4. Handset Cord
5. Telephone Line Cord
6. Key Card Insert (2)

Make sure you have a modular wall jack near the place you have chosen to install the telephone. If you have an older phone jack, you will need to buy a modular jack adapter.

Installation

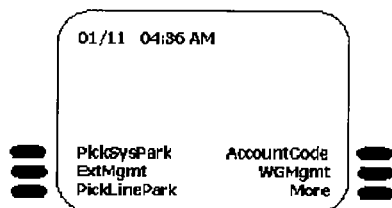
1. Plug one end of the flat telephone line cord into the line jack on the back of the phone where it is labeled "TEL.LINE" and plug the other end into your modular telephone wall jack.



IMPORTANT: Only use the power adapter shipped with the unit.

2. Connect the AC adapter to an electrical wall outlet and then connect the AC adapter plug to the "**DC 12V**" jack on the back of the phone. *Use only with a Class 2 power source, plug polarity, 12V DC, AC adapter.*
3. Connect one end of the coiled **Handset Cord** to the jack on the left side of the phone and connect the other end of the coiled Handset Cord to the jack on the handset
4. If you wish to use an Answering Machine, Modem, Fax Machine or other devices providing connection with PSTN, along with your Caller ID telephone, you may plug one of these devices into the "**DATA**" jack on the right side of the phone. The important thing to remember is that for the Caller ID features to work properly, the Caller ID telephone must be plugged directly into the wall jack and other devices must be plugged into the Caller ID phone.

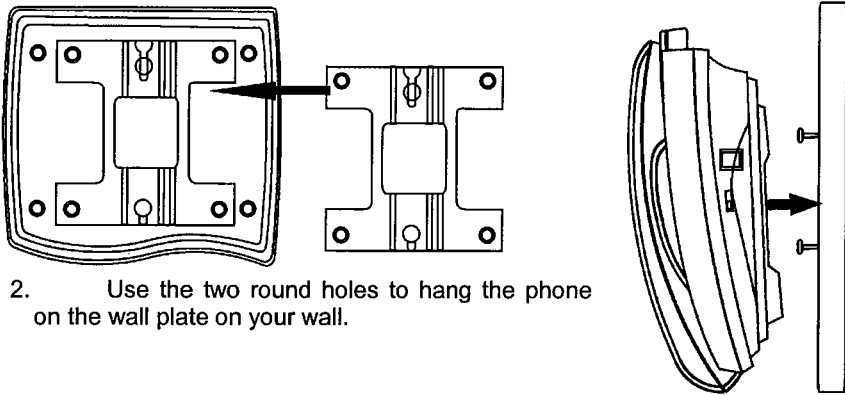
5. When the phone is powered up for the first time, the following display is shown.



6. To configure the phone, refer to the section "**Configuring Phone Settings.**"

Wall Mounting

1. Turn the phone over so that you are looking at the bottom of the phone. Insert tabs at the thin end of the wall mount bracket into the holes at the rear of the phone bottom. Press and latch the tabs at the thicker end of the wall bracket into holes at the front end of phone. The back of the phone should then have two round plastic holes that can be used to hang your phone on the wall.



2. Use the two round holes to hang the phone on the wall plate on your wall.

Important Note: If you do not wish to mount your phone on the wall, the **Wall Mount Bracket** can be reversed to raise the angle of the phone's display when sitting on a table or desk.

Phone Display Overview

Display Overview

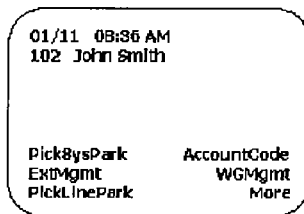
The following is a general overview of the AT510 display.

Line 1	01/11 08:36 AM
Line 2	102 John Smith
Line 3	
Line 4	
Line 5	
Line 6	
Line 7	PickSysPark AccountCode
Line 8	ExtMgmt WGMgmt
Line 9	PickLinePark More

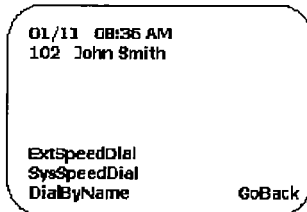
- **Line 1** displays the *date* (month/day) and *time*. When the phone is offhook/in use, the *length* of the call (hours:minutes:seconds) is also displayed.
- **Line 2** displays the *Extension Number* and *Extension Name*. This information will need to be configured by the user upon initial use. This line will also show *DND* or *FWD* status in onhook state. When pressing the directory button, this line changes to display *the first saved entry of the directory*. When pressing the Up/Down button, this line changes to display *the call log*.
- **Line 3 and 4** displays the *Caller ID*.
- **Line 5** displays *Caller Name*.
- **Line 6** displays the *Missed* calls count OR *soft key instructions*.
- **Line 7, 8 and 9** displays *soft keys*.

Idle Mode

The following is the AT510 display when in idle mode.

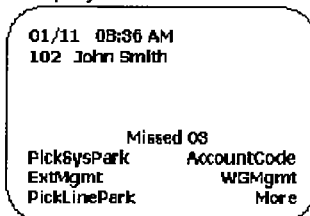


When the **More** soft key is pressed, the display changes to show additional soft key options.



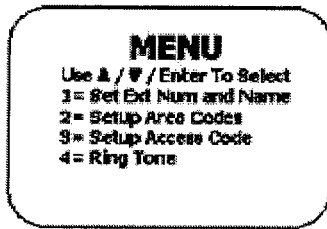
Idle Mode with Missed Calls

The following is the AT510 display in idle mode with missed calls.



Configuring Phone Settings

To configure phone settings, press the **Menu** button.



Use the **Up** button or **Down** button to select the desired setup option, then press the **Dial/Enter** button (or press 1 - 4 for the corresponding option).

Note: To exit out of the menu once you have selected an option, press the **MENU** button.

Setting Extension Number and Name

Important!

When saving an entry into Directory or Programmable keys, the screen will display "P" as one second pause when pressing Redial key during entering number. Pressing Goodbye key will show "B" on the screen. AT510 will disconnect the dialing if "B" is in the number stream.

To save an entry into Directory or Programmable keys, use off-hook then on-hook sequence to exit and abandon the programming session. The "Goodbye" key cannot be used as exit function key. Goodbye key will insert a "B" as disconnect signal in the number stream.

To setup an extension number and name:

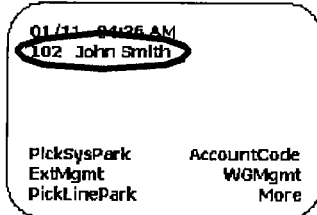
1. Press the **Menu** button, then press **Dial/Enter**.

2. Use the dial pad to enter the Extension Number, then press the **Save** button.
3. Use the telephone keypad to enter the Extension Name. When a telephone button is pressed during programming, an upper/lower case letter or number is displayed alternatively in the following order:

1: ' () . 1	2: A B C a b c 2	3: D E F d e f 3
4: G H I g h i 4	5: J K L j k l 5	6: M N O m n o 6
7: P Q R S p q r s	8: T U V t u v 8	9: W X Y Z w x y z 9
*: *	0: space 0	#: #

When finished entering the Extension Name, press the **Save** button.

4. The display will show "Please Wait", then the extension and name should appear in the top left corner of the display.



Setting Up Area Code

To set up area codes:

1. Press the **Menu** button, then use the **Down** button to select **Setup Area Codes**, then press **Dial/Enter** (or press **2**).
2. Use the **Up** button, **Down** button or press **1 - 2** to set up 7 digit and 10 digit dialing:
1= 7 Digit Dialing - If you dial your local calls using 7 digits (e.g., 555-1212), then enter your local area code, press the **Save** button.

2=10 Digit Dialing - Enter the area code(s) for numbers that you dial using ten digits (e.g., 408-555-1234). You can store up to three area codes for ten-digit dialing. Press the **Save** button when you are done.

Notes:

If no area code is entered into the 7 or 10 Digit Dialing fields, all captured Caller ID numbers will be logged as 10 digit numbers. When you use the Call Back from Caller ID List function, the AT510 will output the defined access code and the logged Caller ID to place the call.

If you enter the local area code into the 7 Digit Dialing field, all Caller ID numbers with that area code will be logged as 7 digit numbers (e.g., the local area code will be removed). When you use the Call Back from Caller ID list function, the AT510 will output the defined access code and the logged 7 digit number to place the call.

If you enter area codes into the 10 Digit Dialing fields, all Caller IDs from these area codes will be logged as 10 digit numbers. When you use the Call Back from Caller ID list function, the AT510 will output the defined access code and the logged 10 digit number to place the call.

Any area code not entered into the 10 Digit Dialing fields will be logged as an 11 digit number (e.g., 1-510-555-1212). When you use the Call Back from Caller ID list function, the AT510 will output the defined access code and the logged 11 digit number to place the call.

Setting Up Access Code

To set up access code:

1. Press the **Menu** button, then use the **Down** button to select **Setup Access Code**, then press **Dial/Enter** (or press **3**).

2. Enter the trunk access code, then press the **Dial/Enter** button. If you enter a trunk access code by mistake, press the **Delete** button or the **Back** button to delete the digits.

The trunk access code will be automatically dialed prior to any number over 6 digits stored in the *caller ID memory* only.

Note: Numbers stored in the *directory* or as *programmable keys* will not have the trunk access code automatically dialed — you will need to include the trunk access code as part of the dialing stream when storing numbers to the directory or programmable keys.

A stored number with 6 or fewer digits is considered an internal extension number. A PAUSE period or 3 seconds delay is inserted automatically between the trunk access code and the phone number.

3. Press the **Save** button to save these settings and to exit the menu mode.

Setting Up Ring Tone

To set up ring tone:

1. Press the **Menu** button, then use the **Down** button to select **Ring Tone**, then press **Dial/Enter** (or press **4**).
2. Press **1**, **2**, **3** or **4** or use the arrow keys to select **1= Ring Tone**, **2= Ring Tone**, **3= Ring Tone**, or **4= Ring Tone**, then press **Dial/Enter**.

Adjusting the Display Angle

You can optimize the LCD display by adjusting the viewing angle. To adjust the LCD viewing angle, move the rear edge of the LCD module up or down.

Adjusting the Display Contrast

The display can be adjusted to suit the light level of your room and your viewing preference. To make the contrast of the display lighter or darker, press the **☉** button to the right of the screen until the desired contrast is reached.

Adjusting the Ringer Volume

To adjust the ringer volume, while the phone is onhook, press the **Up** or **Down Volume Button** to select the ringer level as **OFF, 1, 2, or 3**.

Date and Time Setting

When powering the AT510 for the first time, the date and time will not be displayed until the first call is received. This will automatically synchronize the date and time. Synchronizing your clock is part of the Caller ID service you subscribe to and requires no extra setting up.

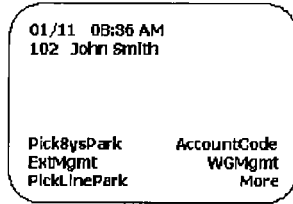
Notes

- In order for **#81** (Hands Free Mode) or **#82** (Dial Tone Disabled Mute) to work, the **Enable Loop Current Break** option should be disabled in **Triton Trunk Configuration** dialog box in AltWare Administrator.

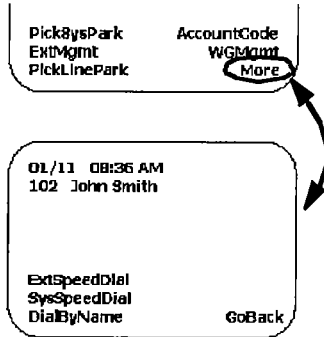
Phone Functions

Soft Key Functions

The following soft key functions can be accessed from soft key buttons on the AT510 display panel.

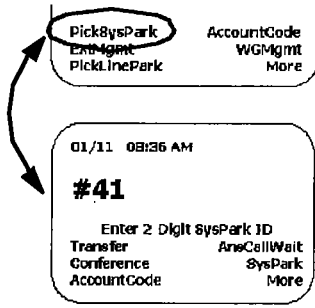


When the **More** soft key is pressed, additional options appear on the AT510 display panel.



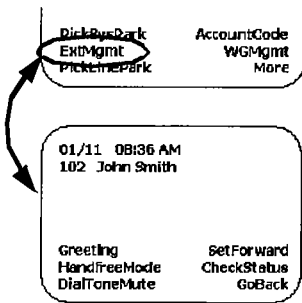
PickSysPark - System Call Park Pickup

When the **PickSysPark** soft key (same as **#41**) is pressed and the phone is off-hook, you will be prompted to enter a 2-digit system park ID.



ExtMgmt - Extension Management

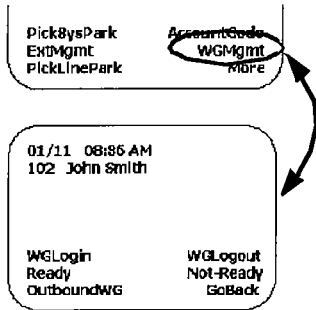
When the **ExtMgmt** soft key is pressed, additional options appear on the AT510 display panel, which can be used to perform the following functions:



1. Greeting (#11) – follow the system prompts to change your greeting.
2. Handfreemode (#82) – Hands free intercom mode
3. DialToneMute (#81) Hands free manual answer mode
4. SetForward (#36) – Call forwarding
5. CheckStatus (#22) – Feature status check
6. GoBack

WGMgmt - Workgroup Management

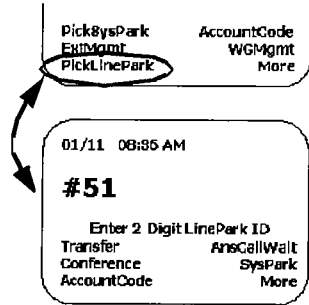
When the **WGMgmt** soft key is pressed, additional options appear on the AT510 display panel, which can be used to perform the following functions:



1. **WGLogin (#54)** – workgroup login, for workgroup members only; enter workgroup extension to log into; enter “0” to log into multiple workgroups, then enter workgroup numbers.
2. **Ready (#90)** – tells the system your extension is ready to receive workgroup calls.
3. **OutboundWG (#53)** – sets the workgroup to associate outbound calls to.
4. **WGLogout (#56)** – workgroup logout, logs out and block workgroup calls at your extension; enter “0” to log out of multiple workgroups, then enter workgroup numbers.
5. **Not-Ready (#91)** – tells the system not to route workgroup calls to this extension.
6. **GoBack**

PickLinePark - Line Park Pickup

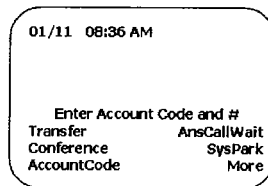
When the **PickLinePark** soft key (same as **#51**) is pressed, you will be prompted to enter a 2-digit system park ID.



Note: Use of this feature requires enabling Line Park Pickup in Line Park Configuration in AltAdmin/ACM Admin.

AccountCode - (#32)

When the **AccountCode** soft key is pressed, you will be prompted to enter an Account Code.



Making a Call

1. Pick up the **Handset** or press the **Speaker** button, and listen for a dial tone.

2. Using the **Keypad**, dial the desired telephone number. The number you are dialing will appear on the display as you dial. When making a call or talking on the phone, the "**In Use**" light will turn on indicating the phone is in use. This light will also be on whenever another phone on the same phone line is in use.

Editing Telephone Number before Dialing

You can enter the telephone number you wish to dial before lifting handset or pressing the **Speaker** button.

1. Use the keypad to enter the trunk access code (if applicable) and telephone number. The number is displayed on the screen.
2. If you enter one or more wrong digits, press the **◀** button one or more times until incorrect digits are erased.
3. When all digits of a telephone number are entered, press the **Dial/ Enter** or **Speaker** button. The speakerphone is activated and the telephone number is dialed automatically.

Receiving a Call

1. When you hear the phone ring, simply pick up the handset from the handset cradle. You may also press the **Speaker** button to answer the call using the speakerphone.
2. When you are finished talking, replace the handset in the handset cradle to end the call. If you have been talking using the speakerphone, press the **Speaker** button to hang up. You may press the **Goodbye** button to hang up at any time.

Adjusting Headset Receiver Volume

When the phone is connected, the volume for the headset can be adjusted from level **1** to **4**.

Note: If you wish to use a headset with this telephone, get one with the 2.5 mm plug. We recommend a headset without built-in amplifier. Amplifier for adjusting headset receiver volume is built into this telephone.

To adjust the headset receiver volume:

1. Press the **Headset** button and listen to the dial tone.
2. Press the *right* side of the **Volume** button to increase the receiver volume. Press the *left* side of the **Volume** button to decrease the receiver volume. Volume level is displayed on the LCD.
3. Press the **Headset** button or the **Goodbye** button when the desired receiver volume is reached.

Note: The volume will reset to level 2 after the phone hangs up.

Adjusting Speakerphone Receiver Volume

To adjust the speakerphone receiver volume:

1. Press the **Speaker** button and listen to the dial tone.
2. Press the left/right **Volume** buttons to raise or lower the **Volume Level** from **1** to **8**, as shown on the LCD.
3. Press the **Speaker** button or the **Goodbye** button when the desired receiver volume is reached.

Receiving a Call Waiting Call

If single call waiting is enabled on the line and you are on a call when another caller calls your phone number, you will hear a "beep" indicating there is another call coming in. To answer the waiting call and/or switch between calls:

1. Press the **AnsCallWait** soft key to put the current call on "hold" and to answer the incoming call. To switch back and forth between the two calls, press and release the **Flash** button.

2. When a Call Waiting call comes in, you may also hang up the current call in order to pick up the waiting call. When you are on a call you want to end and another call comes in, hang up the telephone. The current call will be disconnected and after a temporary delay, the phone will ring, allowing you to answer the waiting call.

Switching Between the Headset and the Speakerphone

To switch between a call from the headset to the speakerphone during a conversation:

1. While talking on the Headset, press the **Speaker** button to activate the speakerphone. The call can now be heard from the speakerphone.
2. Press the **Headset** button if you wish to activate the headset.
3. When you are finished with the conversation, press the **Goodbye** button, and the call will be disconnected.

Switching Between the Handset and the Headset

To switch a call between the handset and the headset during a conversation:

1. While talking on the handset, press the **Headset** button to activate the headset. The call can now be heard from the headset.
2. Press the **Headset** button again if you wish to switch back to the handset.
3. If you are using the headset, press the **Headset** button or the **Goodbye** button to end a call.
4. If you are using the handset, simply hang up the handset to end a call.

Redialing

You can redial previously called numbers by pressing the **Redial** button. This will display a list of the 5 previously called numbers. You can scroll to the number you wish to call, then press the **Dial/Enter** button to dial the number.

Accessing Outside Lines

When using the telephone keypad to dial a number, please dial the outside line access code before the number.

When using numbers stored in Caller ID memory or the Directory, a trunk access code must have been entered. Refer to the *Configuring Phone Settings* section for information on setting up the access code.

Putting a Call on Hold

The **Hold** button allows you to place a call on "HOLD" without disconnecting the call. When a call is on hold, you may hang up the handset without disconnecting the call.

1. Press the **Hold** button and the current call will be placed on hold. If you were talking with the handset, you can then place the handset back in the handset cradle without disconnecting the call. If you were talking with the speakerphone, the call is placed on hold. The red **Hold** light is turned on when a call is on hold.
2. To continue the conversation, pick up the handset or press the **Speaker** button. If using headphones, press the headset button.
3. If handset is not placed in the cradle after hold, press the **Hold** button again to un-hold.

Muting a Call

In addition to putting a call on hold, muting a call is a good way to mute the phone so that the person on the other end of the line will not hear what you are saying. You can continue to hear the person on the other end. The mute function applies to handset/headset/speakerphone.

1. Press the **Mute** button to mute the call. While a call is muted, the **Mute** light comes on.

2. To release the mute, press the **Mute** button again and you will be able to continue the conversation. **Do not** hang up the phone while a call is muted or the call will be disconnected.

Telephone Directory

A directory, which holds up to 99 names and telephone numbers, makes dialing frequently-used phone numbers quick and easy. You can enter the numbers and names by using the telephone keypad. Up to 27 digits can be saved as the caller's number. Up to 15 characters can be saved as the caller's name.

You can search for a number in the directory by entering the first character of name entered.

Important!

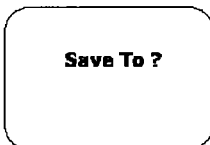
When saving an entry into Directory or Programmable keys, the screen will display "P" as one second pause when pressing Redial key while entering the number. Pressing Goodbye key will show "B" on the screen. AT510 will disconnect the dialing if "B" is in the number stream.

To save an entry into Directory or Programmable keys, use off-hook then on-hook sequence to exit and abandon the programming session. The "Goodbye" key cannot be used as exit function key. Goodbye key will insert a "B" as a disconnect signal in the number stream.

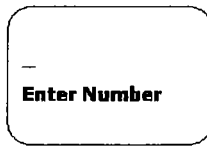
Storing a New Number and Name in Directory

To store a new number and name in the directory:

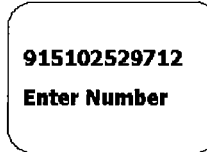
1. Press the **Save** button when the display shows no caller's number or name. The "**SAVE TO?**" prompt appears on the display.
2. Press the **Directory** button, the "**ENTER NUMBER>**" prompt appears on the display.



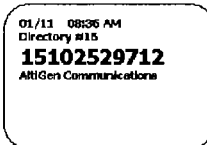
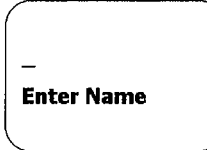
- Use the keypad to enter the telephone number, including the trunk access code and long distance prefix that you need to dial this number. Insert a pause or multiple pauses where required by using the **Pause** button. Then press the **Save** button.



Note: If you need to dial an outside number, you will need to include the trunk access code in the phone number you entered.



- The "Enter Name" prompt appears on the display.
- Use the keypad to input the first character of the name. The number and letters on each telephone button are displayed in turn.
- When the desired character is displayed, you can enter the next character.
- If you have to use the same button to enter the next character, press the **Right** button to move the cursor to the next position and enter the next character.
- If you will use a different button to enter the next character, simply press that button. The cursor will move to the next position automatically.
- To insert a space, the **Right** button to move the cursor to the right.
- To re-enter a character, press the **Left** button or the **Right** button to move the cursor to the character you wish to modify.
- After entering all characters, press the **Save** button to save this number/name in the directory.



Using the Keypad to Enter a Name

You can program the name for directory entries and memory buttons using the telephone keypad. When a telephone button is pressed during programming, a number or character is displayed alternately in the following order:

1: ' () . 1	2: A B C a b c 2	3: D E F d e f 3
4: G H I g h i 4	5: J K L j k l 5	6: M N O m n o 6
7: P Q R S p q r s	8: T U V t u v 8	9: W X Y Z w x y z 9
*: *	0: space 0	#: #

Dialing Telephone Numbers from the Directory

You can search for an entry in the directory when the phone is in use or idle.

1. Press the **Directory** button and the first entry is displayed.
2. Press the **Up** button or the **Down** button until the record you want is displayed.
3. You can also press the appropriate keypad button one or more times to reach the first character of the name for which you are searching. For example, by pressing **5, 5** (two times), the first record with a name starting with "K" is displayed. Press the **Down** button and the next **K** listing is displayed.
4. To dial the number displayed, lift the handset and press the **Dial/Enter** button. If you press the **Dial/Enter** button without lifting the handset, the speakerphone is activated automatically before dialing.
5. To leave the directory mode at any time, press the **Goodbye** button.

Deleting Entries in the Directory

To delete an individual entry in the directory, press the **Delete** button once when the entry is displayed. The displayed entry is permanently erased.

To delete all of the entries stored in the directory:

1. Press the **Directory** button.

2. Press and hold the **Delete** button for 4 – 5 seconds until **“Deleted All!”** appears. All entries in the directory are permanently erased.

Storing a New Number and Name in the Memory Buttons

The AT510 has 4 programmable memory buttons. (The first 5 buttons - **Menu**, **Save**, **Delete**, **DND** and **Intercom** - and the last button - **Voicemail** - are customized and SHOULD NOT be re-programmed.)

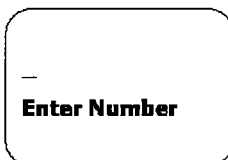
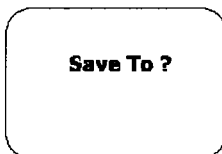
Important!

When saving an entry into Directory or Programmable keys, the screen will display “P” as one second pause when pressing Redial key during entering number. Pressing Goodbye key will show “B” on the screen. AT510 will disconnect the dialing if “B” is in the number stream.

To save an entry into Directory or Programmable keys, use off-hook then on-hook sequence to exit and abandon the programming session. The “Goodbye” key cannot be used as exit function key. Goodbye key will insert a “B” as a disconnect signal in the number stream.

To store a new number and name in the memory buttons:

1. Press the **Save** button when the display shows no caller's number or name. The **“SAVE TO?”** prompt appears on the display.
2. Press the memory button where you wish to store this telephone number (e.g., **M1**). The **“ENTER NUMBER>”** prompt appears on the display.
3. Use the keypad to enter the telephone number, including the trunk access code and long distance prefix that you need to dial this number. Insert a pause or multiple pauses where required by using the **Pause** button. Then press the **Save** button.



Note: *If you need to dial an outside number, you must include the trunk access code in the phone number you entered.*

4. The "Enter Name" prompt appears on the display.
5. Use the keypad to input the first character of the name. The number and letters on each telephone button are displayed in turn.
6. When the desired character is displayed, you can enter the next character.
7. If you have to use the same button to enter the next character, press the **Right** button to move the cursor to the next position and enter the next character.
8. If you will use a different button to enter the next character, simply press that button. The cursor will move to the next position automatically.
9. To insert a space, press the **Right** button to move the cursor to the right.
10. To re-enter a character, press the **Left** button or the **Right** button to move the cursor to the character you wish to modify.
11. After entering all characters, press the **Save** button to save this number/name to the memory button.

915102529712
Enter Number

-
Enter Name

AltGen
Enter Name

Caller ID

Caller ID Service

The "caller identification" service (Caller ID) allows the caller's phone number and/or name to be shown on the display.

Important Note: When a new call comes in, you must let your phone ring at least 2 full times in order for the Caller ID information to be displayed.

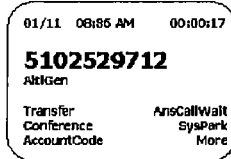
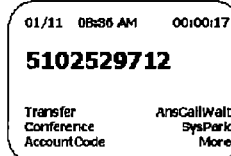
Caller ID Display

When you receive a call, the phone number appears on the display with the day and time the call was received and is then stored in the *Call Memory* as shown.

If your Caller ID service includes the caller's name, then the caller's name also appears on the display (up to 15 letters) as shown.

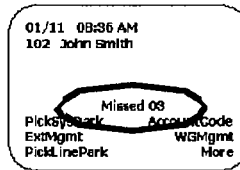
The date and time information is automatically received. If the call came from a different time zone, it will still show the time in your area. There is a synchronized real-time clock on the display when the telephone is not in use.

The total number of calls that are saved in the *Call Memory* is displayed after the “#” symbol when a call is received. Each call is assigned a call number. The most recent call has the highest number (e.g. “#99”) and the oldest call has the smallest number (e.g. “#1”).



Missed New Calls Count

When the phone is not in use, the display indicates the number of new calls that have been received since the last use of the phone but not answered. This number will be reset to 00 once the phone is taken off hook.



Viewing the Caller ID List

This Caller ID telephone automatically stores in the *Call Memory* the Caller ID information of the last 99 calls received. It keeps track of all calls received, whether they were answered or not. The oldest call in the *Call Memory* is always call #1. The highest



numbered call (or call #99 if the *Call Memory* is full) is always the most recent call. If the *Call Memory* is full with 99 calls and a new call comes in, the oldest call, call #1, is automatically deleted to make room in the memory for the new call.

1. Press the **Down** button to display the most recent call and to move backward through the call records. Press the **Up** button to display the oldest call and to move forward through the call records.
2. When you get to the last call stored in the *Call Memory*, then the "END OF RECORD" message will appear on the display. If the screen indicates "END OF RECORD", press the **Up** button and the screen will display the first record in the *Call Memory*. If you press the **Down** button, the screen will display the last record in the *Call Memory*.



End of Record

Important Note: The telephone's buttons will not work while the phone is ringing, or for a few seconds afterward.

Calling Back a Number from the Caller ID List

Before using this feature, please make sure you have properly entered your area code as explained in the "Setting Up Area Code" step of the *Configuring Phone Settings* section of this manual.

To easily call back a number from the Caller ID list:

1. Press the **Up** button or the **Down** button until the number you want to call is displayed.
2. Press the **Dial/Enter** button. The number is dialed automatically.

The area code is not dialed when it matches the area code stored for 7 DIGITS DIAL. The area code is dialed for all other numbers. When the area code matches any area code stored for 10 DIGITS DIAL, then the number is dialed as a ten-digit call (e.g., 5105551212). When the area code does not match an area code for 10 DIGITS DIAL, the number is dialed as a long distance call (e.g., 15105551234).

Deleting a Call from the Caller ID List

Important Note: Deleted numbers cannot be retrieved.

1. Press the **Up** button or the **Down** button until the call information you want to erase is displayed on the screen.
2. Press the **Delete** button once and the selected call is erased from the *Call Memory*. The display shows "DELETED!"

A rounded rectangular box with a thin black border, containing the text "Deleted!" in a bold, sans-serif font.

Deleting All Calls from the Caller ID List

To delete all the calls stored in *Call Memory* at once, press and hold the **Delete** button for 5 seconds. The entire list of calls will be completely cleared and the display shows "Deleted All!"

In Use Indication

The **In Use** indicator is lit steadily when any telephone on the same line is in use.

Message Indication

The **Message** indicator flashes to indicate a message(s) in the extension's voice mailbox, if message waiting is enabled in this line.

Clearing the Message Waiting Indicator

Whenever you have a new message, the red light labeled **Message** will flash. After you listen to your new message, the message waiting indicators will turn off automatically after a short delay.

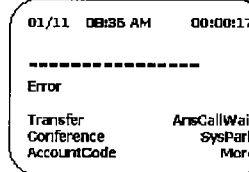
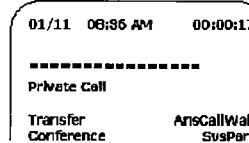
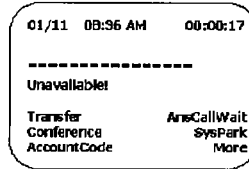
Note: If a phone is idle with no Caller ID or Caller Name displayed in the LCD, hitting the Delete button will clear the message waiting light, but doesn't delete your voice mail message.

UNAVAILABLE, PRIVATE CALL and ERROR Messages

Certain messages may appear instead of a caller's name and/or number:

1. The screen will display "UNAVAILABLE" if a call is received without Caller ID. This can include long distance, international, and sometimes even local phone calls.
2. The screen will display "PRIVATE CALL" if a caller's information is blocked from being transmitted. For privacy reasons, many states allow callers the ability to block his or her telephone information from being displayed on another person's Caller ID display.
3. The screen will display "ERROR" if the caller's information being transmitted to your telephone

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is corrupt or contains some errors from the transmission process.

In Case of Difficulty

Maintenance Information

Although your unit is designed to be maintenance free, it contains sensitive electronic parts. Treat it with care to assure the best performance.

Avoid Rough Treatment: Avoid dropping the unit. The original packaging should be used for protection if you must ship the unit. Dropping or damaging the unit will void the warranty.

Cleaning: The hard plastic casing on your unit has a durable finish that should retain its original luster for many years. Clean exposed parts with a soft, slightly damp cloth. To remove stains, use a mild soap. Never use detergents, excess water, treated cloths, harsh cleaning agents or sprays.

Troubleshooting

If your product does not work properly, try the following suggestions before seeking repair assistance:

- Check all line cord connections at the wall jack and at the telephone.
- If the line does not enable caller ID, this service cannot receive caller ID information. Make sure that the AltiGen phone system has activated it in your line and the caller ID format is either SDMF or MDMF.
- The phone receives call information between the first and second ring. If the caller hangs up or you answer before the second ring, the telephone may not receive the Caller ID information.

Important Note: If you continue to have problems, contact your local AltiGen dealer for service.