



User's manual

**EP562**

**Expansion 5.8 GHz digital  
cordless handset**

For use with the AT&T EP5632/  
EP5632-2 telephone system with  
Bluetooth® wireless technology



# Congratulations

on purchasing your new AT&T product.

Please read this user's manual for the information necessary to install your new AT&T product. For complete instructions, please refer to the manual provided with your EP5632/EP5632-2 telephone, which can be downloaded from our website at **www.telephones.att.com** or call **1 (800) 222-3111**.  
In Canada dial **1 (866) 288-4268**.

Model #: EP562

Product name: 5.8GHz expansion digital cordless handset

Serial #: \_\_\_\_\_

(found on the bottom of the charger)

Purchase date: \_\_\_\_\_

Place of purchase: \_\_\_\_\_

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# Before you begin

you must install and charge the battery, see page 2 for **Battery installation** instructions.

Please read and follow these instructions carefully:

- Use only the supplied rechargeable battery or replacement battery.
- Observe the proper polarity orientation between the battery and handset during the battery installation.
- Do not dispose the battery in a fire. Check with local codes for special disposal instructions.
- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit with conductive materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm.
- Charge the supplied battery or replacement battery with this product only in accordance with the instructions and limitations specified in this manual.
- Do not disassemble your telephone. There are no user-serviceable parts inside. Refer to qualified service personnel for servicing.

## Parts checklist

Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.

Your new AT&T EP562 expansion handset includes:



Cordless telephone handset



Handset battery



Handset battery compartment cover



Belt clip



User's manual



Charger



Power adapter for charger

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## Battery installation

Install the battery as shown below. After installing the battery, you need to register the handset with the telephone base (page 4). Once registered, you can make and receive short calls. For optimal performance, charge the handset battery for at least 16 hours before use (page 3).



1. Press the tab and slide the battery compartment cover downwards (if necessary).
2. Insert the supplied battery as indicated. Insert the top edge (contacts and tab) in first, then push downwards on the lower portion of the battery.
3. Align the cover flat against the battery compartment cover, then slide it upwards until it clicks into place.

### IMPORTANT INFORMATION

- Use only the battery supplied with this product. To order a replacement battery (AT&T model 103, part number 89-0429-00-00) or equivalent, visit our website at **[www.telephones.att.com](http://www.telephones.att.com)**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

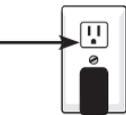
## Battery charging

For optimal performance, charge the handset battery for at least 16 hours before use. When fully charged, the handset battery provides approximately five hours of talk time and three days of standby time.

Electrical outlet  
not controlled  
by a wall switch

Power adapter

Charger



1. Plug the small end of the power adapter into the jack on the underside of the charger, then route the cord through the slot as shown.
2. Plug the large end of the power adapter into an electrical outlet.
3. Place the handset in the charger. The **CHARGE** light will be on when charging.

### IMPORTANT INFORMATION

- Use only the power adapter supplied with this product. To order a replacement power adapter, visit our website at **[www.telephones.att.com](http://www.telephones.att.com)**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

## Adding your new handset

Before using a newly purchased handset (EP562), it must be registered with the telephone base. If you already have 12 handsets registered to the same telephone base and you wish to replace your newly purchased handset with another, see page 5.

### Register Handset

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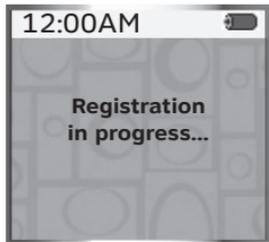
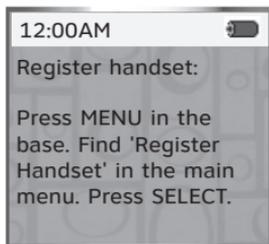
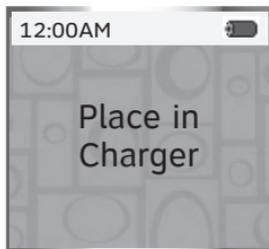
Before registering an additional handset (EP562), make sure that the handset battery is installed and charged.

To register a new handset:

1. Place the unregistered handset in the telephone base or charger.
2. Press the **MENU** softkey on the telephone base while in idle mode.
3. Press the **UP** and **DOWN** NavKeys to highlight **Register Handset**, then press the **SELECT** softkey.
  - **Registering Handset** will appear on the telephone base display.
  - **Registration in progress...** will appear on the handset display.
  - The registration process may take up to 90 seconds to complete.

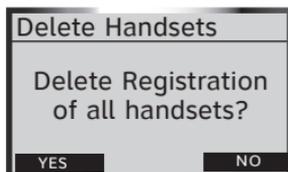
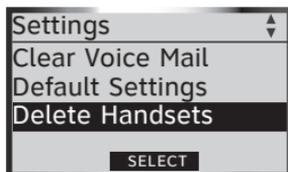
When the registration is complete, the newly registered handset will be assigned the next available handset registration number. For instance, if you already have **HANDSET 1** and **HANDSET 2**, the next registered handset will be **HANDSET 3**.

If you experience difficulty registering a handset, see the **Troubleshooting** section on page 9.





**NOTE:** If you replace a registered handset, the new handset will be assigned the next available registration number, rather than the handset number of the handset you will replace.



**NOTE:** After deleting the handset registrations, each handset will reset and **Place in Charger** will appear on the handset display.

## Replacing a handset

When you are replacing rather than adding a handset, for your handsets to be numbered sequentially, you need to delete all the handset registrations on the telephone base.

To delete all the handset registrations:

1. Press the **MENU** softkey on the telephone base in idle mode to enter to the main menu.
2. Press the **UP** and **DOWN** NavKeys to select **Settings**, then press the **SELECT** softkey to enter the **Settings** menu.
3. Press the **UP** and **DOWN** NavKeys to highlight **Delete Handsets**, then press the **SELECT** softkey. The screen will show **Delete Registration of all handsets?**
4. Press the **YES** softkey.

After deleting the registrations of all handsets, you will need to individually register each handset with the telephone base (see page 4 for registration instructions).

# Quick reference guide

## Handset

### Status light

Flashes rapidly during an incoming call, and when there is a new voice mail message or new message in the answering system.

### VOLUME

Press to adjust handset listening volume while on a call.

### Softkeys (2)

Press to select a menu item displayed just above the key.

### OFF/CANCEL

During a **HOME** or **CELLULAR** line call, press to end the call.

While in a menu, press to cancel an operation, back up to the previous menu, or exit the menu display.

### HOME/FLASH

Press to make or answer a **HOME** call.

### MENU/SELECT

Flashes rapidly when there is an incoming **HOME** call, and when a **HOME** call is on hold.

Press to enter the main menu (page 7). Press to select, save, or set a desired setting.

### SPEAKER

Press to activate the handset speakerphone. The **SPEAKER** key is lit when the speakerphone is on

### CELLULAR

Press to make or answer a **CELLULAR** call. Flashes when there is an incoming **CELLULAR** call or when a **CELLULAR** call is on hold.

### NavKeys (in brackets)

Press the **UP**, **DOWN**, **LEFT** or **RIGHT**

NavKeys to navigate through the menus, highlight items, and change settings.

Int'com (LEFT)

Settings (UP)



Directory (DOWN)

Msgs. (RIGHT)

### Quick launch keys

When in idle mode, press one of the NavKeys to launch a handset feature:

- **Settings (UP)**
- **Directory (DOWN)**
- **Intercom (LEFT)**
- **Messages (RIGHT)**

## Handset main menu

To enter the main menu:

1. Press **MENU/SELECT** when the handset is in idle mode.
2. Press the **UP** and **DOWN** NavKeys to select a handset feature menu, then press **MENU/SELECT** to enter that menu.

To return to the idle mode, press and hold **OFF/CANCEL**.

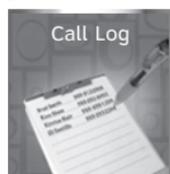
**Directory** allows you to store and search for names and numbers.



**Settings** allows you to change your handset settings.



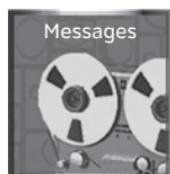
**Call Log** allows you to review your most recent incoming calls.



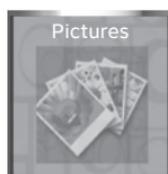
**Ringers** allows you to setup ringers for the **HOME** and **CELLULAR** lines.



**Messages** allows you to review your answering system messages.



**Pictures** allows you to set the wallpaper.



**Intercom** allows you to page the telephone base and other handsets.

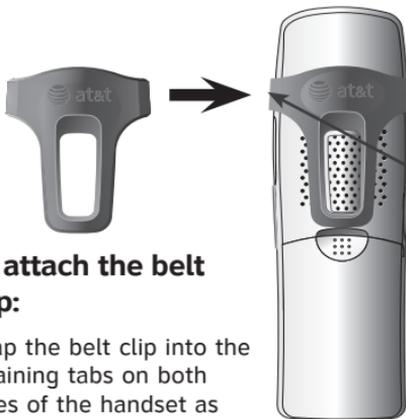


**Animations** allows you to choose animated wallpapers.



## Belt clip & optional headset

Install belt clip as shown below, if desired.



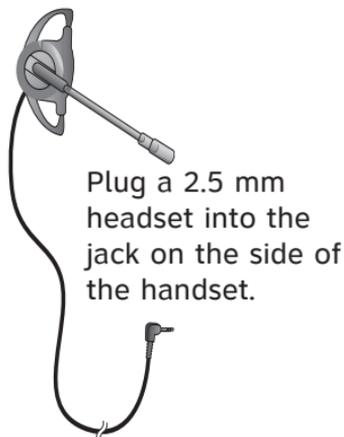
### To attach the belt clip:

Snap the belt clip into the retaining tabs on both sides of the handset as shown in the figure.

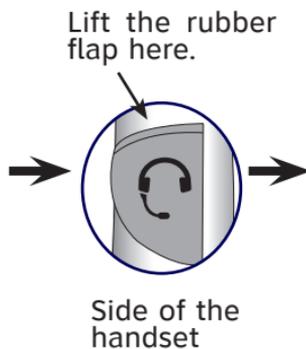
### To remove the belt clip:

Gently lift either of the belt clip retaining tabs, shown in the figure, outwards to remove the belt clip from the handset.

For handsfree headset conversations, use any industry standard 2.5 mm headset (purchased separately). For best results, use an AT&T 2.5 mm headset. To purchase a headset, visit our website at **[www.telephones.att.com](http://www.telephones.att.com)** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.



Plug a 2.5 mm headset into the jack on the side of the handset.



## Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For complete instructions, please refer to the user's manual provided with your EP5632/EP5632-2 telephone system, which can be downloaded from our website at **[www.telephones.att.com](http://www.telephones.att.com)**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

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**My telephone does not work at all.**

- Make sure the handset battery is installed and charged correctly. For optimum daily performance, return the cordless handset to the telephone base after use.
  - Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.
  - Make sure the telephone line cord is plugged firmly into the telephone base and the modular wall jack.
  - Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and base to reset.
  - It may be necessary to purchase a new battery. Please refer to the battery section of this user's manual.
- 

**Registration Failure appears on the handset and telephone base display.**

- Only one handset can be registered at a time. If you have multiple handsets to register, please follow the steps on page 4 for the first handset. Once a handset has been successfully registered, repeat the steps for each handset that needs to be registered.
- Make sure that the telephone base and handset(s) are in idle mode when registering a handset. Pick up the handset from the telephone base or charger then repeat the steps on page 4.
- Follow the steps on page 13 for the common cure for electronic equipment.

**The battery does not charge in the handset**  
**-OR-**

**Low Battery is constantly displayed on the handset.**

- Make sure the handset is placed in the charger correctly. The **CHARGE** light on the charger should be on.
- If the cordless handset is in the charger or in the telephone base but the **CHARGE** light is not on, refer to **The CHARGE light is off** in the section below.
- Remove the battery from the handset and install it in the spare battery compartment on the side of the telephone base and let it charge for 16 hours. Then re-install the charged battery into the handset.
- Please refer to the battery section of this user's manual.
- If the above measures do not correct the problem, the battery may need to be replaced.

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**The CHARGE light is off.**

- Clean the charging contacts on the cordless handset(s) and telephone base or charger each month using a pencil eraser or a dry non-abrasive fabric.
- Make sure the power adapter and telephone line cords are plugged in correctly and securely.
- Unplug the power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- The telephone might be malfunctioning. Please refer to the warranty section of this user's manual for further instruction.

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**There is no dial tone.**

- First, try all the above suggestions.
- Move the cordless handset closer to the telephone base. It might be out of range.
- The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
- Disconnect the telephone base from the telephone jack and connect a different telephone. If there is no dial tone on the telephone either, the problem is in your wiring or local service. Contact your local telephone company.

**The telephone does not ring when there is an incoming call.**

- Make sure the ringer is on.
- Make sure the telephone line cord and power adapter are plugged in properly.
- The cordless handset may be too far from the telephone base. Move it closer to the telephone base.
- There may be too many extension phones on the telephone line to allow all of them to ring simultaneously. Try unplugging some of them.
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply).
- Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.
- Test a working telephone at the telephone jack. If another telephone has the same problem, the problem is in the telephone jack. Contact your local telephone company (charges may apply).
- The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
- Re-install the battery and place the cordless handset in the telephone base.
- Wait for the cordless handset to synchronize with the telephone base. To be safe, allow up to one minute for this to take place.

**There is noise or interference during a telephone conversation.**

**-OR-**

**My calls fade out or cut in and out when I am using the cordless handset.**

- The handset may be out of range. Move it closer to the telephone base.
- Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliances or telephone base to another outlet.
- Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.
- Microwave ovens operate on the same frequency as your telephone. It is normal to experience static on your telephone while the microwave oven is operating. Do not install this telephone in the same outlet or near a microwave oven.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, re-locate your telephone or modem farther apart from each other, or use a different surge protector.
- The layout of your home or office might be limiting the operating range. Try moving the base to another location, preferably a higher location for better reception.
- Disconnect the telephone base from the modular jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or local service. Contact your local service company (charges may apply).
- Do you have DSL service? If yes, you need to have a DSL filter installed at every telephone jack that has a telephone connected to it. Contact your DSL service provider for filter information.

**My caller ID features are not working properly.**

- Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone.
  - The caller may not be calling from an area which supports caller ID.
  - Both you and the caller's telephone companies must use equipment which are compatible with caller ID service.
  - If you subscribe to DSL service, install a noise filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.
- 

**The system does not receive caller ID or the system does not display caller ID during call waiting.**

- Make sure you subscribe to caller ID with call waiting services provided by the local telephone company.
  - The caller may not be calling from an area which supports caller ID.
  - Both you and the caller's telephone companies must use equipment which are compatible with caller ID service.
  - If you subscribe to DSL service, install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.
- 

**Common cure for electronic equipment.**

- If the telephone is not responding normally, try putting the cordless handset in the telephone base or the charger. If it does not seem to respond, try the following (in the order listed):
- Disconnect the power to the telephone base.
- Disconnect the battery on the cordless handset and the spare battery in the telephone base.
- Wait a few minutes before connecting power to the telephone base.
- Re-install the battery and place the cordless handset into the telephone base or charger. Wait for the cordless handset to synchronize its connection with the telephone base. To be safe, allow up to one minute for this to take place.

## Technical specifications

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Operating temperature	0°C to 50°C (32°F to 122°F)
Power input voltage	120V AC 60Hz
Handset charger output voltage	9V DC 150mA
Handset battery	3.6V 600mAh (NiMH)
Cordless system operating frequency	5.725 GHz to 5.850 GHz

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### Telephone operating range

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This cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, the handset(s) and telephone base can communicate over only a certain distance - which can vary with the locations of the telephone base and handset(s), the weather, the layout, and the construction of your home or office.

## Important safety instructions



This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

### **Safety information**

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- **Read and understand all instructions in the user's manual. Observe all markings on the product.**
- **Avoid using a telephone during a thunderstorm.** There may be a slight chance of electric shock from lightning.
- **Do not use a telephone in the vicinity of a gas leak.** If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking. If this product is a cordless model, make sure the telephone base is also away from the area.
- **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- **If this product does not operate normally, read the Troubleshooting section in the user's manual.** If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty**. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.

## Important safety instructions

- **If this product has user-replaceable batteries, replace batteries only as described in your user's manual.** Do not burn or puncture batteries — they contain caustic chemicals.
- **If this product has a three-prong (grounding) plug or a polarized plug with one wide prong,** it may not fit in non-polarized outlets. Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.
- **The power unit is intended to be correctly oriented in a vertical or floor mount position.** The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table/cabinet outlet.



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

### Especially about cordless telephones

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- **Privacy:** The same features that make a cordless phone convenient create some limitations. Telephone calls are transmitted between the telephone base and the handset by radio waves, so there is a possibility that your cordless phone conversations could be intercepted by radio receiving equipment within range of the cordless handset. **For this reason, you should not think of cordless phone conversations as being as private as those on corded phones.**
- **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. **Calls cannot be made from the handset if the telephone base is unplugged or switched off, or if the electrical power is interrupted.**

## Important safety instructions

- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to TVs and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.
- **Rechargeable batteries:** This product contains either nickel-cadmium or nickel-metal hydride rechargeable batteries. Exercise care in handling batteries in order not to short the battery with conducting material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.



The RBRC™ Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle nickel-metal-hydride rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. Or you may call 1-800-8-BATTERY for locations accepting spent Ni-MH batteries.

## Important safety instructions

### **Precautions for users of implanted cardiac pacemakers**

Cardiac pacemakers (applies only to 900 MHz digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR had recommended to physicians that:

### **Pacemaker patients**

- Should keep wireless phones at least six inches from the pacemaker.
- Should NOT place wireless phones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless phone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless phones.

### **Especially about telephones answering systems**

Two-way recording: This unit does not sound warning beeps to let the other party know that the call is being recorded. To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the call.

## **SAVE THESE INSTRUCTIONS**

## FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US: AAAEQ##TXXXX. This identifier must be provided to your local telephone company upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your local telephone company.

This equipment may not be used with party lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the limited warranty.

## FCC Part 68 and ACTA

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. **You will be given the opportunity to correct the problem** and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

- Remain on the line and briefly explain the reason for the call before hanging up.
- Perform such activities in off-peak hours, such as early morning or late evening.

## FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- **Reorient or relocate the receiving antenna.**
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more. If you choose to use a clipping device, please make sure to only use the supplied AT&T belt clip.

## Limited warranty

The AT&T brand is used under license - any repair, replacement or warranty service, and all questions about this product should be directed to: In the United States of America, visit **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada dial **1 (866) 288-4268**.

### 1. What does this limited warranty cover?

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This limited warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

### 2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period ("materially defective PRODUCT")?

During the limited warranty period, the manufacturer's authorized service representative will repair or replace at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

## Limited warranty

### 3. How long is the limited warranty period?

The limited warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this limited warranty, this limited warranty also applies to repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you or (b) the time remaining on the original one-year limited warranty; whichever is longer.

### 4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or

## Limited warranty

- PRODUCT returned without valid proof of purchase (see item 6 below); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

### 5. How do you get warranty service?

To obtain warranty service in the United States of America, visit **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, call **1 (866) 288-4268**. NOTE: Before calling for service, please review the user's manual - a check of the PRODUCT controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. The manufacturer will return repaired or replaced PRODUCT under this limited warranty to you. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

## Limited warranty

6. What must you return with the PRODUCT to get warranty service?

You must:

- a. Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and
- b. Include “valid proof of purchase” (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- c. Provide your name, complete and correct mailing address, and telephone number.

### 7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer’s responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

## Limited warranty

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**Please retain your receipt as your proof of purchase.**



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