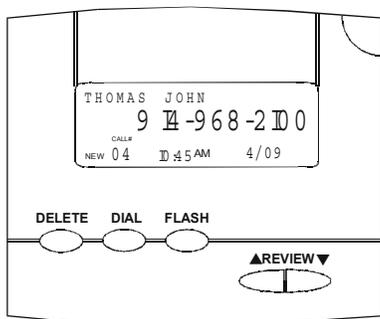


**50 MEMORY  
NAME & NUMBER  
CALLER ID  
WITH CALL WAITING  
MODEL: AT-50CWR**

**USER'S GUIDE**



Please read this instruction manual carefully.

CC 1832 Rev 1.0

**A Important Safety Instructions**

Basic safety precautions should always be followed to reduce the risk of fire, electrical 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. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners, or aerosol cleaners. Use a damp cloth for cleaning. If necessary, use a mild soap.
4. Do not use this product near water, for example near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
5. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
6. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
7. Do not allow anything to rest on the telephone line cord. Do not locate this product where persons walking on it will abuse the cord.
8. Never push objects of any kind into this product through the cabinet slots as they may touch dangerous voltage points or short out parts that could re-

11. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
12. Do not overload wall outlets and extension cords as this can result in the risk of fire or electrical shock.
13. Do not use the telephone to report a gas leak in the vicinity of the leak.

**SAVE THESE INSTRUCTIONS**

**CAUTION - To Reduce the Risk of Fire or Injury to Persons, Read and Follow these Instructions.**

1. Use only the following type and size of battery: Two (2) AA size 1.5 volt (15A) carbon-zinc or alkaline batteries.
2. Do not dispose of the batteries in a fire. The cell may explode. Check with local codes or possible special disposal instructions.
3. Exercise care in handling batteries in order not to short the battery with conductors such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.
4. Do not attempt to recharge the batteries provided with or identified for use with this product by heating them. The battery may leak corrosive electrolyte or may explode.

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sult in a risk of fire or electric shock. Never spill liquid of any kind on the product.

9. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the appliance is subsequently used.
10. Unplug this product from the wall outlet and refer 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 because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - e. If the product has been dropped or the cabinet has been damaged.
  - f. If the product exhibits a distinct change in performance.

5. Do not attempt to rejuvenate the batteries provided with or identified for use with this product by heating them. Sudden release of the battery electrolyte may occur causing burns or irritation to eyes or skin.
6. All batteries should be replaced at the same time. Mixing fresh and discharged batteries could increase internal cell pressure and rupture the discharged batteries.
7. When inserting batteries into this product, the proper polarity or direction must be observed. Reverse insertion of batteries can cause charging, and that may result in leakage or explosion.
8. Remove the battery from this product if the product will not be used for a long period of time (several months or more) since during this time the battery could leak in the product.
9. Discard dead batteries as soon as possible since dead batteries are more likely to leak in a product.
10. Do not store this product, or the battery provided with or identified for use with this product, in high temperature areas. Batteries that are stored in a freezer or refrigerator for the purpose of extending shelf life should be protected from condensation during storage and defrosting. Batteries should be stabilized at room temperature prior to use after cold storage.

## B Features

- Easy to Read 3 line display - Provides Name, Number, Time and Date of call\*
- Trilingual Display Language - English, French, or Spanish
- 50 Name & Number Call Log with New Call Counter
- Compatible with Caller-ID with Call Waiting Service\*
- Compatible with most Voice Mail Message Waiting Indication Services\*
- Stand-By Screen - Displays Total Calls and New Calls received as well as current time and date.
- Dual Review Up/Down buttons provides easy reviewing of Call Log records.
- Delete button erases stored calls selectively or collectively
- Dial Button provides easy call back of numbers from the Call Log display
- Flash Button - Used to answer Call Waiting calls and switch between callers
- Multi-Function LED - Indicates Line In Use, New Call, Blocked Call, and Voice Mail.
- Supplied with UL listed 9 VDC - 300mA, Center positive Class 2 type AC power adapter.
- Uses two 1.5 volt, AA size batteries to provide optional memory backup (not included)

\* *This device provides all of the above features only when connected to a phone line equipped with Caller-ID with Call Waiting service as well as Voice Mail Waiting service. Contact your phone company for subscription details.*

## C Introduction to Caller-ID Service

Congratulations on your purchase of your new AT-50CWR Call Waiting Caller-ID display unit. This device works with Caller-ID, Caller-ID with Call Waiting and Voice Mail. You must subscribe to one or all of these services from your local telephone company to enjoy all the features of your unit.

Caller-ID, Caller-ID with Call Waiting and Voice Messaging are services that may be available from your local telephone company. Your local telephone company may use a different name for these services. There is an extra charge added to your monthly telephone bill for these services.

The AT-50CWR Caller-ID can be used to screen unwanted calls, eliminate harassment from annoying calls, or to get prepared before answering a call.

The AT-50CWR retains a record of the above information for the last 50 calls received, including those received while you were away.

Check the contents of this package to confirm that it has the following items.

1. AT-50CWR Caller-ID unit
2. AC Power adapter
3. Telephone line cord
4. User's Guide

## D Installation

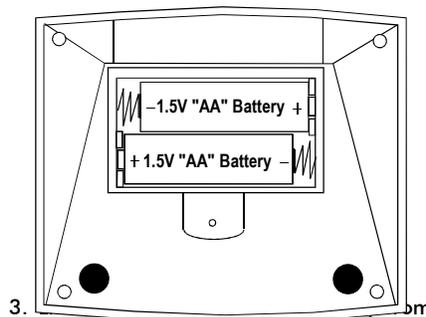
### Battery Installation

The AT-50CWR uses two AA size batteries (optional, not required for operation) to provide memory backup in case of power loss. Follow these directions to install or change the batteries.

**WARNING: ALWAYS DISCONNECT THE TELEPHONE LINE FROM THE WALL OUTLET BEFORE SERVICING, DISASSEMBLING THIS EQUIPMENT, OR REPLACING BATTERIES.**

1. Use a small Philips head screwdriver to remove the battery cover safety screw.
2. Place your finger under the battery door latch to open the battery compartment.

Figure 1



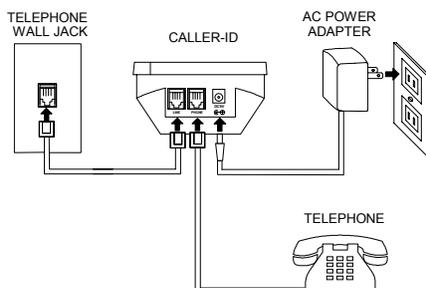
the unit.

4. Be sure to observe proper battery polarity when installing fresh batteries.
5. When replacing discharged batteries, install fresh batteries within 15 seconds. Taking more time will result in the loss of Caller-ID information that is stored in memory.
6. Re-install the battery door.
7. Use a small Philips head screwdriver to install the battery cover safety screw. Take care not to over tighten the screw.

### Telephone Line Installation

Connect the AT-50CWR Caller-ID to the telephone line in the following manner.

Figure 2



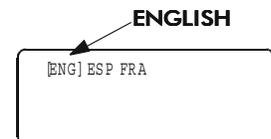
**IMPORTANT:** Caller-ID devices with Call Waiting must be connected directly to the telephone line. Do not plug the unit directly into a Fax, Modem or Answering Machine. Always use a duplex adapter, sold in most retail phone stores, to split a wall jack so it can feed the Caller-ID unit directly as well as the other device sharing the same wall jack.

1. Plug one end of the telephone line cord (included) into the **LINE** jack on the Caller-ID unit. See Figure 2
2. Plug the other end of the cord into a nearby telephone line wall jack.
3. Plug a telephone to the jack marked **PHONE** on the Caller-ID unit.
4. Plug the cord from the supplied power adapter into the **DC9V** jack on the unit.
5. Plug the power adapter into a non-switched electrical outlet.
6. After applying power, all the display screen segments will appear briefly.
7. Next, **"ENTER LANGUAGE"** will appear in the display.
8. After a few seconds, the Multi-Function LED will light and **[ENG] ESP FRA** will appear in the display for 10 seconds.
9. Proceed immediately to set the display language as required.

## E Operation

### SETTING THE DISPLAY LANGUAGE

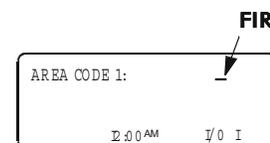
The display language can be set to English, Spanish or French. English is the default display language. No change is required if English is used as the display language.



1. Press the **REVIEW UP** button to select the desired display language.
2. Press the **DELETE** button once to retain the selection.
3. The display will indicate **"AREA CODE: 1"** and the digit to enter the area code will be flashing.

### SETTING AREA CODE 1

Enter your area code if you want your local numbers displayed as seven digit numbers, the same way they are dialed.



1. Press the **REVIEW UP** button as required to enter the first digit of your local three digit area code.

2. Press the **DELETE** button once to retain the selection.
3. Press the **REVIEW UP** button as required to enter the second digit.
4. Press the **DELETE** button once to retain the selection.
5. Press the **REVIEW UP** button as required to enter the third digit.
6. Press the **DELETE** button once to retain the selection.

### SETTING AREA CODES 2 & 3

Two additional neighboring area codes can be entered provided that only seven digits are required to dial the telephone number received from the neighboring area code. Follow steps 1 through 6 above for each additional area code to be entered.

1. If additional neighboring area codes are not going to be entered, you may skip entering them by repeatedly pressing the **DELETE** button six (6) times.
2. Next, "ALT, LD:\_" will appear in the display.

### SETTING THE ALTERNATE LD PREFIX

Normally the digit 1 is used as your long distance prefix. If desired, you may enter an alternate long distance prefix, up to seven digits in length. An alternate long distance carrier can be used instead of

your primary carrier when re-dialing a telephone number from the call record log that is outside of your area code.

Setting the alternate long distance prefix is done in the same manner as setting Area Code 1.

1. The first digit for entering your alternate long distance prefix will be flashing.

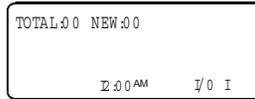


2. Press the **REVIEW UP** button as required to enter the first digit.
3. Press the **DELETE** button to retain the selection.
4. Repeat the above steps as required to enter all the digits of your alternate long distance prefix.

### SETTING THE TIME AND DATE

The time and date is automatically set when the first call is received, and is updated each time Caller-ID information is received.

1. After approximately ten seconds, the display will go to Stand-By Screen mode as shown below. The AT-50CWR is now ready to receive calls.

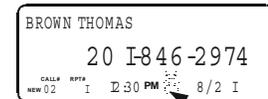
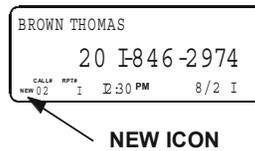


2. You may change any of the above settings while in Stand-By Screen mode. Press and hold the **REVIEW UP** and **REVIEW DOWN** buttons at the same time for at least six (6) seconds.
3. Start from the first step, "Setting the Display Language". You may skip steps that do not require change by pressing the **DELETE** button as required.

### RECEIVING CALLER-ID INFORMATION

When a call is received, the display will indicate the caller's phone number and name if available, as well as the time and date of the call.

1. The **NEW** icon will be displayed when new calls are received.
2. The **Multi-Function** LED will begin to flash indicating a new call has been received.



2. Press the **FLASH** button on AT-50CWR

3. After 60 seconds, the display will return to the Stand-By screen until another call is received or a button is pressed.
4. The Stand-By screen will indicate the total number of calls stored in the call log as well as how many new calls have not yet been reviewed.

### MULTI-FUNCTION LED INDICATOR

#### New Call Alert and Voice Mail Waiting

When a new call has been received, the **Multi-Function** LED will flash once every two seconds. It will stop flashing once you have reviewed all the new call log records.

When you have Voice Mail Waiting, the **Multi-Function** LED will flash until the messages are retrieved.

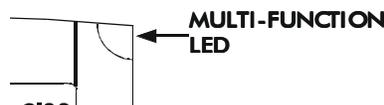
#### Line in Use Indication

The **Multi-Function** LED will light continuously anytime the telephone line is being used.

#### Blocked Call Indication

The **Multi-Function** LED will blink rapidly while the line is ringing when the caller has blocked their Caller ID information.

Figure 3



### CALL WAITING DISPLAY

To utilize the full capabilities of the AT-50CWR, you must have Caller-ID with name and number delivery as well as Call Waiting with Caller-ID service installed. The AT-50CWR does not provide Caller-ID and Call Waiting features unless these services have been ordered from your local telephone company at a monthly charge.

Check with your local phone company to confirm both of these services are available. If you only have Caller-ID service, the AT-50CWR will not receive and display Call Waiting with Caller-ID information.

The AT-50CWR will let you know when a call is waiting as well as who is calling before you answer. The AT-50CWR will alert you to retrieve your call in following manner.

1. When a call waiting signal is received, the **CW** icon in the display will flash. The name and telephone number of the person who is calling will appear in the display.

to put the existing call on hold and answer the new call.

3. If you choose not to answer the call, the Call Waiting Caller-ID information will be stored for future reference. The **CW** icon will remain on until you hang up the telephone.
4. When you finish the call, press the **FLASH** button to return to the original call. The **CW** icon will go off automatically.

### REVIEWING CALLS

A maximum of 50 calls can be stored in the call record log. After 50 calls have been received, new call records will automatically replace the oldest call records.

1. Press the **REVIEW UP** or the **REVIEW DOWN** button as required to review the stored call record log.
2. The caller's phone number and name (if available) as well as the time & date of the call will be displayed.
3. The **NEW** icon is attached to each incoming call and is removed after the call has been reviewed.

1. If the **Multi-Function LED** is still flashing after the display goes back to the Stand-By screen, there are new calls that you have not yet reviewed.
2. When you have reached the end of the call record log, **"END OF LIST"** will be displayed indicating there are no more stored calls.

#### Out Of Area Calls

When a call is received from an area that is not yet providing Caller-ID delivery to your area via the long distance network, **"UNAVAILABLE"** will be indicated in the display.

#### Private Calls

If the caller has exercised their option to block their number or name from being sent, **"PRIVATE CALL"** will be displayed.

#### Line Error

The display will indicate **"-LINE ERROR-"** if a call has been received that has a transmission or reception error. Always wait at least one ring to prior to answering a call.

#### USING THE DIAL BUTTON

The **DIAL** button can be used to call a telephone number stored in the call log.

1. Press the **REVIEW UP** or **REVIEW DOWN** button to select the desired call record.

2. If the number can be dialed as displayed, press the **DIAL** button, then lift the handset to begin dialing.
3. If the number cannot be dialed as displayed, press the **DIAL** button as required to reformat the displayed number into a number that can be dialed.
4. Each press of the **DIAL** button will display another format. The display will return to the original format after all available formats have been reviewed.
5. Choose one of the following formats:
  - Area Code + 7 digit number.
  - 1 + Area Code + 7 digit number.
  - Alternate Long Distance prefix + Area Code + 7 digit number.
6. Once you have selected the correct format, lift your telephone handset, dialing will begin automatically.

#### USING THE FLASH BUTTON

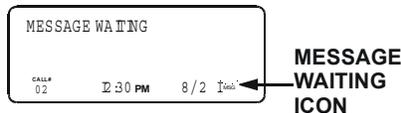
The **FLASH** button provides access to a Call Waiting call. It performs the same function as the **FLASH** button on a telephone.

1. When a Call Waiting beep is heard, press the **FLASH** button to access the call.
2. You can alternate between the two calls by pressing the **FLASH** button.

#### MESSAGE WAITING

If you have Voice Mail service, the AT-50CWR will alert you when there are messages to retrieved.

1. The display will indicate **"MESSAGE WAITING"** for 60 seconds when a message waiting signal is received from the telephone company Central Office.
2. The **MSG** icon will appear in the display and the **Multi-Function LED** will flash rapidly.
3. The **MSG** icon is not attached to any individual call. When turned on, it can be viewed from the Stand-By screen or when reviewing any call record.



3. After you have retrieved your messages, the Central Office will send a signal to cancel the message waiting alert.
4. The **MSG** icon will go out and the **Multi-Function LED** will stop flashing.

#### DELETING CALLS

**Deleting individual calls:** When reviewing calls, the displayed call record can be deleted.

1. Press the **DELETE** button twice, the displayed call record will be erased, and the remaining call records will be re-numbered.

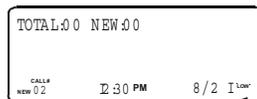
**Deleting all calls:** When reviewing calls, you can delete all call records.

1. Press and hold the **DELETE** button at least six (6) seconds.
2. The display will indicate **"NO CALL"**, confirming there are no call records.

#### LOW BATTERY INDICATION

If you do not install memory backup batteries or if the batteries require replacement, the **LOW BATTERY** icon will be displayed.

1. If you have batteries installed, always replace them as soon as possible when the **LOW BATTERY** icon comes on.



#### F Troubleshooting

##### No Caller-ID data received

1. Contact your phone company to make sure that Caller-ID service is activated.
2. Caller-ID data is sent to the unit between the first and second rings. Don't answer the call before the start of the second ring.
3. If you are using a telephone answering machine, make sure that it is set to answer after two rings.

##### The Multi Function LED is on continuously

1. Verify that the unit is connected directly to the telephone line wall jack.
2. Check that all extension phones are hung up.

##### Call Waiting Caller-ID does not work

1. The telephone you are using must be plugged into the Caller-ID unit. Check the Line and Phone connections on the back of the unit. Make sure the telephone is connected to the jack marked **PHONE**.
2. Check with the telephone company to make sure Caller-ID with Call Waiting service is activated. Request a test call from the phone company repair service.

##### How do I set the time and date

1. The time and date is automatically set when the first call is received, and is updated each time Caller-ID information is received.

#### G Care and Maintenance

Please read the following instructions.

- Keep the unit away from high temperatures that can distort or melt plastic parts.
- If the unit gets wet, wipe it dry immediately. Liquids can contain minerals that can corrode electronic circuits.
- Dropping the unit may damage the plastic cabinet or circuitry, which can cause it to malfunction.
- Do not use any type of chemical or any abrasive powder to clean the cabinet. Wipe it with a soft, clean cloth.