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AT and T AP-A Phone Advanced User Guide

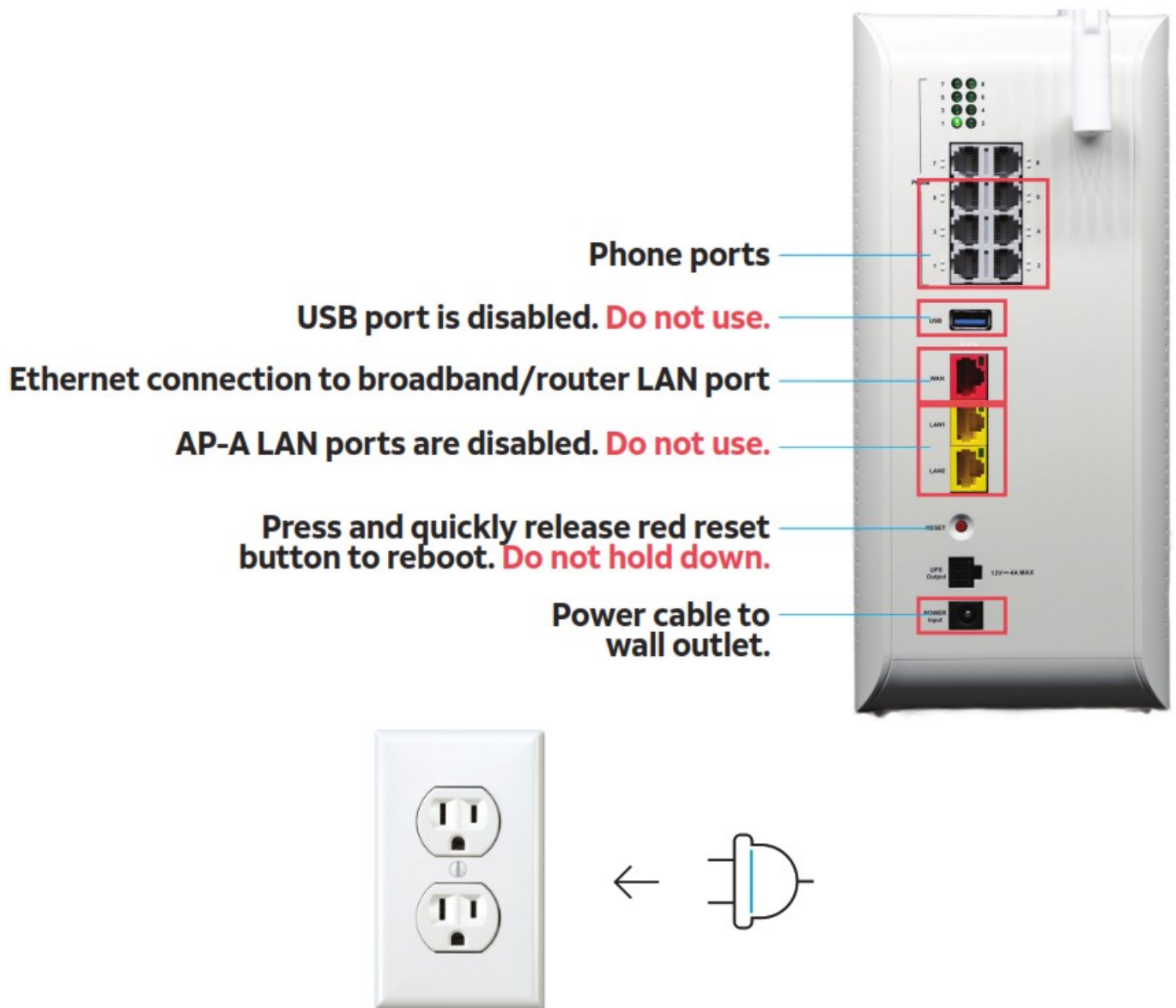## AT&T

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

Contents

AP-A Phone Advanced

Watch the AT&T Phone – Advanced Setup video at **att.com/apasupport**.
AT&T Phone – Advanced (AP-A) does not use your home phone wall jacks. Before you begin setup, unplug your existing phone(s) from the phone wall jack(s).

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

Phone ports

USB port is disabled. Do not use.

Ethernet connection to broadband/router LAN port

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

Press and quickly release red reset button to reboot. Do not hold down.

Power cable to wall outlet.

Choose Setup Option 1 or Setup Option 2

SETUP OPTION 1: CELLULAR
It's recommended to place the AP-A device near a window or outside wall (to ensure the best cellular connection).
Follow setup instructions on page 3.

SETUP OPTION 2: HOME BROADBAND INTERNET
Choose this option if:

- You have home broadband internet, and your home broadband internet modem is in a convenient location (not in a closet or basement, etc.).
- With this setup option, as long as your AP-A device receives an AT&T cellular signal, the AP-A device will use the cellular connection most of the time, it will automatically switch to broadband internet if your cellular connection goes down.

  Follow setup instructions on pages 4-5.
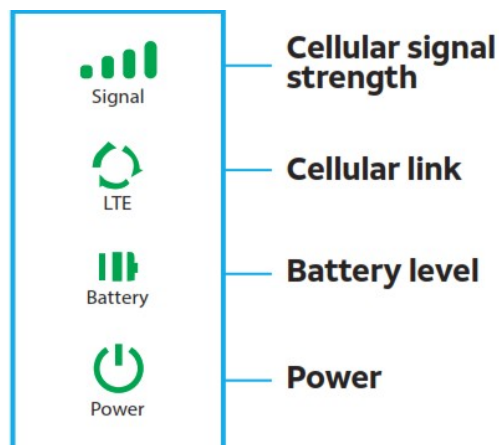
Setup Option 1
CELLULAR: Select the location for your AP-A device on the first or second floor near a window or outside wall (to ensure the best cellular connection). Please do not install your AP-A device before the service activation date provided in your AT&T Order Confirmation text or email.

1	Take the AP-A device out of the box.
2	Insert each antenna at the top of the device and turn clockwise to attach them.
3	Since you are not connecting the AP-A device to home broadband, you can skip this step. You won't need to use the ethernet cord included in your box.
4	Attach one end of the power cable to the POWER Input port on the back of the AP-A device, and the other end into a wall power outlet.

.ıll Signal	Check cellular signal strength indicator on the front of the AP-A device (may take up to 5 minutes after initial power-up). Signal strength may vary in different parts of your home, so you may need to check multiple locations in your home for the strongest signal. If you don't see two or more green bars of signal strength, move the AP-A to a higher floor (and/or closer to a window).
⚠ 5 ⠿	After phone jack indicator #1 is solid green (may take up to 10 minutes after initial power-up), connect a phone cable between your phone and phone jack #1 on the back of the AP-A device. If your AP-A service will use existing phone number(s) from your prior phone service, call 877.377.0016 to complete the phone number transfer(s) to AP-A. With this setup option, the AP-A will only use the AT&T cellular connection. Any interruption in your AT&T cellular service may result in the interruption of your AP-A phone service. See additional setup instructions on page 6.

Setup Option 2

HOME BROADBAND INTERNET: Select the location for your AP-A device near your broadband internet modem. Please do not install your AP-A device before the service activation date provided in your AT&T Order Confirmation text or email.

1	Take the AP-A device out of the box.
2	Insert each antenna at the top of the device and turn clockwise to attach them.
3	Attach the red end of the Ethernet cable to the red WAN port on the back of the AP-A device and the yellow end to one of the LAN ports (usually yellow) on your broadband internet modem/router.
4	Attach one end of the power cable to the POWER Input port on the back of the AP-A device and the other end into a wall power outlet.

.ıll Signal	Check cellular signal strength indicator on the front of the AP-A device (may take up to 5 minutes after initial power-up). Signal strength may vary in different parts of your home. If you don't see two or more green bars of signal strength, you may need to move the AP-A to a higher floor (and/or closer to a window) so the AP-A device can use the cellular connection to complete your calls in a power outage or broadband internet outage. With this setup option, if your AP-A device does not receive an AT&T cellular signal, AP-A will use only your broadband internet and will not switch to cellular if your broadband internet goes down. In this scenario, any interruption in your broadband internet service—including a power outage—may result in the interruption of your AP-A phone service. Without an AT&T cellular signal, you may not be able to make calls, including 911 emergency calls. Setup Option 2 instructions continue on page 5.
⚠5 | ⠿	After phone jack indicator #1 is solid green (may take up to 10 minutes after initialpower-up), connect a phone cable between your phone and phone jack #1 on the backof the AP-A device. If your AP-A service will use existing phone number(s) that you hadpreviously, call 877.377.0016 to complete the phone number transfer(s) to AP-A. See additional setup instructions on page 6.

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

Additional setup instructions

⚠ **WARNING:** NEVER plug the AP-A phone cable into your home phone wall jack. Doing so may cause electrical shorts and/or damage your home wiring or the AP-A device. If
you want to use your existing home telephone wiring with the AP-A device, please call 1.844.357.4784, select option 2, and ask for help with AT&T Phone-Advanced. There may be a charge for a technician to install AP-A in your home.

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

How do I manage my phone, fax, and alarm lines?
Your Customer Service Summary indicates how many phone line(s) you ordered. If you ordered more than one AP-A phone line, your phone lines will be assigned to the phone jacks on the back of the AP-A device in the following order, using the numbers shown next to each phone jack on the AP-A device:

- Phone line(s) are first (if any)

- Then any fax line(s)

- Then any alarm line(s)

- And finally, any modem line(s)

To figure out which phone numbers are assigned to which AP-A phone jacks, plug a phone into each AP-A phone jack and use a different phone to place a call to each AP-A phone number, or call AT&T Customer Care at 1.844.357.4784, select option 2, and ask for help with AT&T Phone-Advanced. To test a fax line, a fax machine must be connected to the appropriate AP-A phone jack. Contact your alarm company to connect any alarm lines.

Can I use multiple handsets for the same telephone line?
If you would like multiple handsets for the same telephone line throughout your home, please use a cordless phone system that includes multiple handsets. Any standard cordless phone system should be compatible, as long as the base station is plugged into the correct phone jack on the AP-A device. REMEMBER: NEVER plug the AP-A device into any phone wall jack in your home.

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

Who do I call for help?

Call AT&T Customer Care at 1.844.357.4784, select option 2, and ask for help with AT&T Phone-Advanced.

911 NOTICE: BEFORE MOVING THIS AT&T PHONE – ADVANCED DEVICE TO A NEW ADDRESS, CALL AT&T AT 1.844.357.4784, SELECT OPTION 2, AND ASK FOR HELP WITH AT&T PHONE-ADVANCED, OR YOUR 911 SERVICE MAY NOT WORK CORRECTLY. You must keep the registered address of this device up to date to ensure a 911 operator will receive your proper location information. When a 911 call is placed, you may have to provide your location address to the 911 operator. If not, 911 assistance may be dispatched to the wrong location. If you move this device to another address without first contacting AT&T, your AT&T Phone – Advanced service may be suspended.

Using your AP-A device

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

Three-Way Calling

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

Call Waiting

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

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

Calling Features

To use one of the following calling features, dial the star code when you hear dial tone. For Call Forwarding, dial the 10-digit number you want to forward incoming calls to, where you see <TN>.

Feature Name	Feature Description	Star Code
All Call Forwarding – On	Forward all incoming calls	*72<TN>#
All Call Forwarding – Off	Stop forwarding all incoming calls	*73#
Busy Call Forwarding – On	Forward incoming calls when your line is busy	*90<TN>#
Busy Call Forwarding – Off	Stop forwarding incoming calls when your line is busy	*91#
No Answer Call Forwarding – On	Forward incoming calls when your line is not busy	*92<TN>#
No Answer Call Forwarding — Off	Stop forwarding incoming calls when your line is not busy	*93#
Anonymous Call Blocking – On	Block anonymous incoming calls	*77#
Anonymous Call Blocking – Off	Stop blocking anonymous incoming calls	*87#
Do Not Disturb – On	Incoming callers hear busy signal; your phone doesn't ring	*78#
Do Not Disturb – Off	Incoming calls ring your phone	*79#
Caller ID Block (single call)	Block your name and number from appearing on the called party's phone, on a per call basis	*67#
Caller ID Un-Blocking (single call)	If you have permanent blocking Caller ID, make your Caller ID public per call by dialing *82# before the call	*82#
Call Waiting – On	You will hear call waiting tones if someone calls you while you are on a call	*371#
Call Waiting – Off	You will not hear call wafting tones if someone calls you while you are on a call	*370#

Notes

- To place a call, dial 1 + area code + number, such as 1.844.357.4784.
- AP-A does not provide voicemail service.
- AP-A requires a touch-tone phone. Rotary or pulse-dialing phones are not supported.
- AP-A cannot be used to make 500, 700, 900, 976, 0+ collect, operator assisted, or dial-around calls (e.g., 1010-XXXX).
- The AP-A device does not support texting or multimedia message services (MMS).

Power Outages
AP-A has a built-in battery with standby time of up to 24 hours, depending on environmental factors.
Heads up: During a power outage you'll need a standard corded phone that doesn't require external power to function to make all calls, including 911.

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

In-Home Wiring

⚠ **NEVER** plug the AP-A device into a phone wall jack in your home. Doing so may damage the device and/or your home wiring. It may also start a fire. For assistance with your existing home wiring or jacks with AP-A, please call 1.844.357.4784, select option 2, and ask for help with AT&T Phone-Advanced.

Additional Connection Support

If you need additional support for connecting your fax, alarm, medical monitoring or other connection to the AP-A device, call AT&T Customer Care at 1.844.357.4784, select option 2, and ask for help with AT&T Phone-Advanced. Always confirm with your alarm, medical, or other monitoring service to ensure services are operating properly.
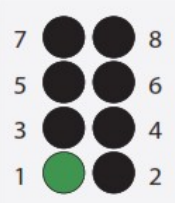
Battery and SIM Access

To access the battery and SIM card, insert two quarters into the two slots on the bottom of the device and turn counterclockwise. To order a replacement battery, call 1.844.357.4784, select option 2, and ask for help with AT&T Phone-Advanced..
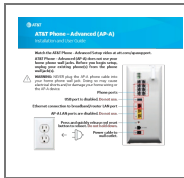
Indicator lights

Icon	Icon name	Status	Condition
Signal	Cellular signal strength	4 bars	Very strong signal
		3 bars	Strong signal
		2 bars	Medium signal
		1 bar	Weak signal
		Off	No signal
LTE	Cellular link	Green solid	Cellular link is complete
		Green flashing	Attempting to complete cellular link
		Off	No cellular link
Battery	Battery power	Green solid	Battery charged & power connected
		Blue flashing	Battery charging
		Amber flashing	Battery in use & power not connected
		Red flashing	Battery low & power not connected
Power	Device power	Green solid	On
		Off	No power
		Red or blue	Call AT&T Customer Care at 1.844.357.4784, select option 2, and ask for help with AT&T Phone-Advanced
		Orange	Updating software
	Phone jacks	Green solid	Ready
		Green slow flash	Ringing or ongoing call
		Green fast flash	Registration failed; call AT&T Customer Care at 1.844.357.4784, select option 2, and ask for help with AT&T Phone-Advanced
		Off	No active line
WAN	WAN Jack (broadband internet connection)	Green solid	Link detected, no activity
		Green flashing	Link active
		Off	No link detected

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Documents / Resources

AT and T AP-A Phone Advanced [pdf] User Guide
AP-A Phone Advanced, AP-A, Phone Advanced, Advanced, Phone

References

- **User Manual**