



**AP-A Learn About  
Battery Backup**



## AT T AP-A Learn About Battery Backup User Guide

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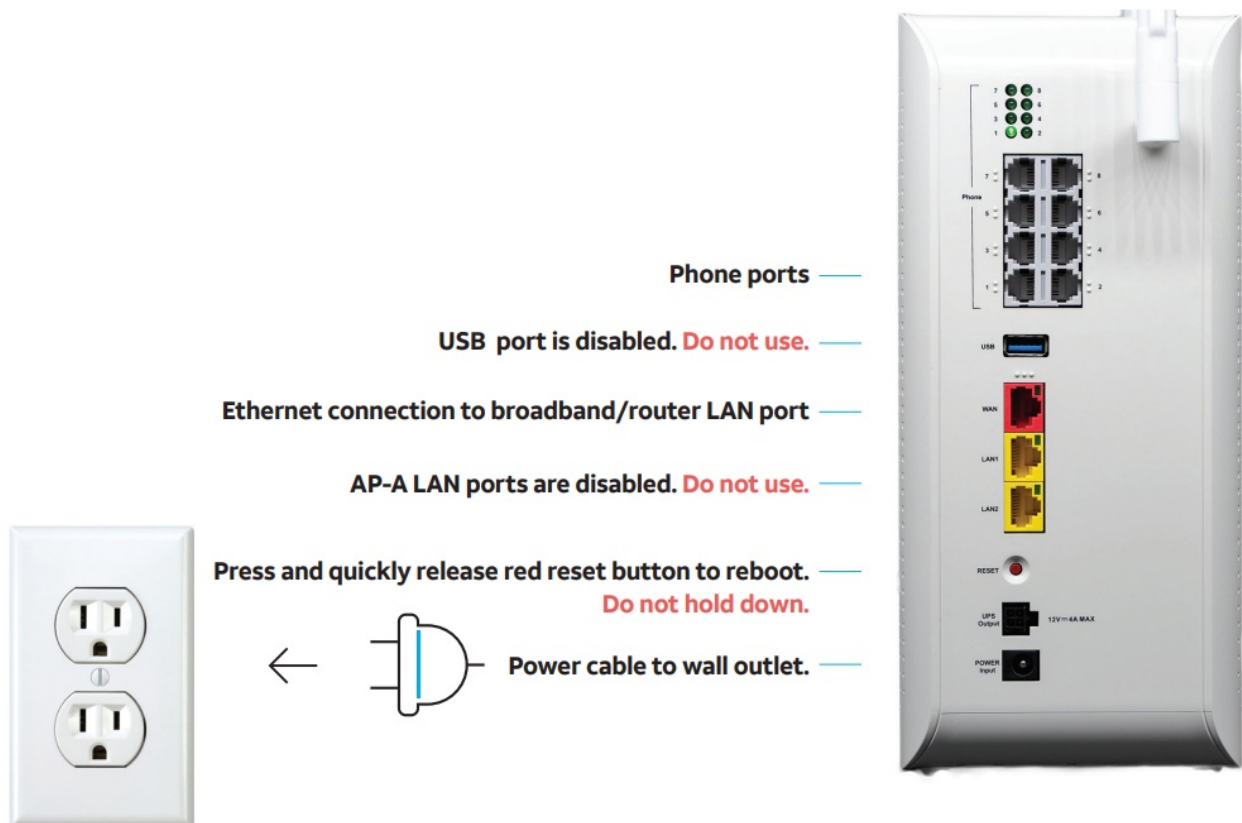
**AT T AP-A Learn About Battery Backup**



## Installation and User Guide

Watch the AT&T Phone – Advanced Setup video at [att.com/apasupport](http://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.



## Choose Setup Option 1 or Setup Option 2

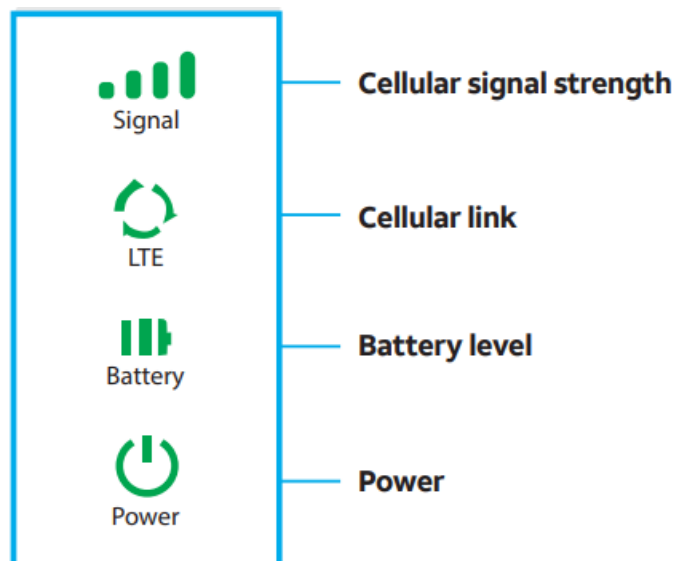
### SETUP OPTION 1: CELLULAR

It's recommended to place the AP-A device near a window or outside wall (to ensure the best cellular connection). Follow setup instructions.



### 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.



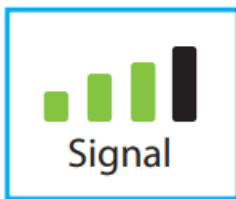
## Setup Option 1

**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).

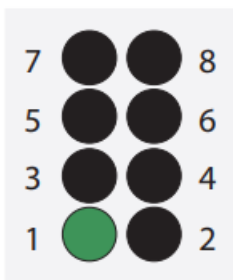
1. Take the AP-A device out of the box.
2. Insert each antenna at the top of the device and turn clockwise to attach them.



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.



- 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).



- 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.

## Setup Option 2

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

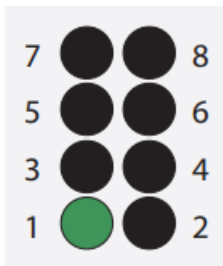
1. Take the AP-A device out of the box.
2. Insert each antenna at the top of the device and turn clockwise to attach them.



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.



- 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.



- 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) that you had previously, call 877.377.00a16 to complete the phone number transfer(s) to AP-A. See additional setup instructions.

**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 and select option 2 to schedule a professional installation with one of our technicians. 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 . 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 for assistance with your AT&T Phone-Advanced service. 911 NOTICE: BEFORE MOVING THIS AT&T PHONE – ADVANCED DEVICE TO A NEW ADDRESS, CALL AT&T AT 1.844.357.4784 , OR YOUR 911 SERVICE MAY NOT WORK CORRECTLY. You must keep the registered address of this device up to date to ensure a 911 operator will receive your proper location information. When a 911 call is placed, you may have to provide your location address to the 911 operator. If not, 911 assistance may be dispatched to the wrong location. If you move this device to another address without first contacting AT&T, your AT&T Phone – Advanced service may be suspended.

### **Using your AP-A device**

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

#### **Three-Way Calling**

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

#### **Call Waiting**

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

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

### 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                                 | *370#     |
| Call Waiting – Off                  | You will not hear call waiting tones if someone calls you while you are on a call                             | *371#     |

### Using your AP-A device continued

#### 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 a 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 to schedule a professional installation.

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





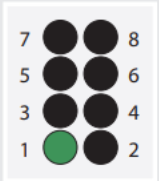

### **Battery and SIM Access**

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.




### **Indicator lights**



| Icon   | Icon name                                | Status           | Condition   |
|--|--|------------------|---|
| <br>Signal  | Cellular signal strength                 | 4 bars           | Very strong signal  |
|  |  | 3 bars           | Strong signal   |
|  |  | 2 bars           | Medium signal   |
|  |  | 1 bar            | Weak signal   |
|  |  | Off              | No signal   |
| <br>LTE     | Cellular link                            | Green solid      | Cellular link is complete   |
|  |  | Green flashing   | Attempting to complete cellular link  |
|  |  | Off              | No cellular link  |
| <br>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   |
| Icon   | Icon name                                | Status           | Condition   |
| <br>Power | Device power                             | Green solid      | On  |
|  |  | Off              | No power  |
|  |  | Red or blue      | Call AT&T Customer Care at <b>1.844.357.4784</b> then press option 2                      |
|  |  | 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 <b>1.844.357.4784</b> then press option 2 |
|  |  | Off              | No active line  |
| <br>WAN   | WAN Jack (broadband internet connection) | Green solid      | Link detected, no activity  |
|  |  | Green flashing   | Link active   |
|  |  | Off              | No link detected  |

Documents / Resources

|   |  |
|---|--|
|  | <p><a href="#">AT T AP-A Learn About Battery Backup</a> [pdf] User Guide</p> <p>AP-A Learn About Battery Backup, AP-A, Learn About Battery Backup, About Battery Backup, B<br/>attery Backup, Backup</p> |
|---|--|

References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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