Quick Start Guide

AT&T SB67030 Deskset
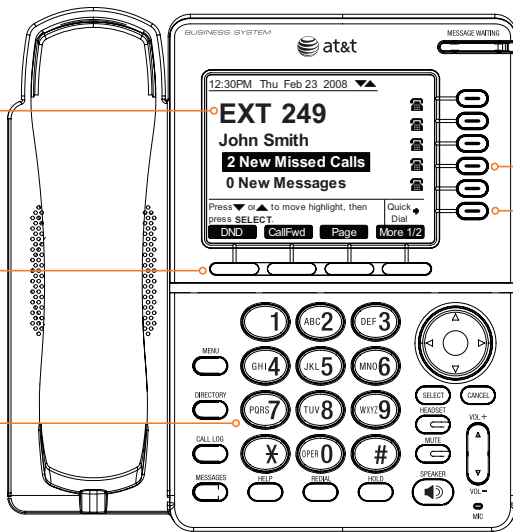AT&T SB67031 Deskset

Deskset Overview

This page identifies and describes the main display and key groups for the Synapse® SB67030 and SB67031 Deskset. See the User's Guide at **www.telephones.att.com/synapseguides** for additional information.

Liquid Crystal Display (LCD)
Provides controls and information for using the Deskset.

Soft Keys
Four keys that produce different actions depending on the LCD labels.

Hard Keys
A set of fixed-function keys.

Voicemail Indicator
Lights when a new personal voice message or messages have been received. For systems that include the SB67050 ATA, also lights for Group Mailbox messages.

Call Appearance
Five keys that access active calls and held calls and initiate new calls.

Quick Dial
Provides easy access to frequently dialed numbers.

Idle Screen Liquid Crystal Display (LCD)

This page identifies the basic elements and describes the call functions of the Liquid Crystal Display in the Idle screen. The Idle screen displays when the Deskset has AC power and no activity.

Navigation Arrows
Appear when pressing the △ or ▽ navigation key has an effect.

Time/Date

Extension Number/Name
The extension number and name for this deskset.

New Missed Calls
Press **SELECT** when this is highlighted to display the name, number, and time of recently received calls.

New Messages
Press **SELECT** when this is highlighted to access the list of new voice messages.

Help Text

Status Display
DND, FWD ON – Feature enabled
< 5 min – Voicemail nearly full
VMFull – Voicemail full
ANS ON – Auto Answer enabled
🔔 10s – Audible Ring Delay Enabled

Call Appearance Icons
Show whether there is an active, conference or held call, or whether there is a location available for placing a call.

Quick Dial
Provides easy access to frequently dialed numbers.

```
12:30PM  Thu  Feb 23  2008  ▼▲  ┌ ─ ─ ─ ┐
                                └       ┘
                                             ☎
    EXT 249                                  ☎

    John Smith                               ☎

     2 New Missed Calls                      ☎

     0 New Messages                          ☎

Press▼ or▲ to move highlight, then    Quick ◆
press SELECT.                          Dial
    DND      CallFwd      Page      More 1/2
```
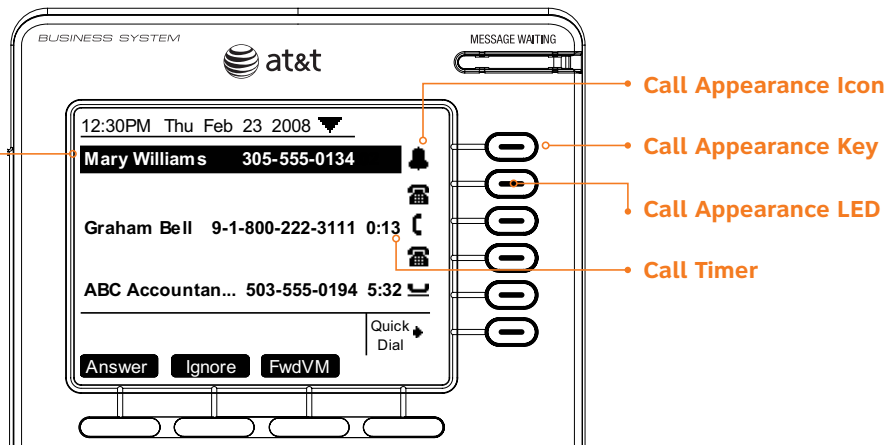
This page illustrates an idle screen in Call Appearance mode. If your system has been configured for Line Appearance mode, your idle screen will not include all these elements. For more information, see the User's Guide at **www.telephones.att.com/synapseguides**.

Call Appearance Keys & Indicators

Five Call Appearance keys, their LEDs, and the icons on the display next to them reflect call status. For active, ringing and held calls, the Deskset presents a name and number next to a call appearance key during call activity. As you use the △ and ▽ navigation key to highlight different calls, the appropriate soft keys display.

Name and Number
If your company has caller ID service, the name and number of incoming calls appear. For outgoing calls, the phone number appears.

BUSINESS SYSTEM   at&t   MESSAGE WAITING

12:30PM Thu Feb 23 2008

Mary Williams   305-555-0134

Graham Bell   9-1-800-222-3111 0:13

ABC Accountan... 503-555-0194 5:32

Quick Dial

Answer   Ignore   FwdVM

Call Appearance Icon

Call Appearance Key

Call Appearance LED

Call Timer

If your system has been configured for Line Appearance mode, keys and indicators function differently. For more information, see the User's Guide at **www.telephones.att.com/synapseguides**.

Call Appearance Icons

The Deskset displays Call Appearance icons that show call status, and complement the LED status indications.

Icon	Status	Description	Icon	Status	Description
	Available	Displays for a free Call Appearance.		Ringing	Flashes for incoming calls when there are other calls.
	Off Hook	Indicates you are dialing or are on a call.		Silenced Ring	Appears during an incoming call when the ringer is off.
	Predial	Indicates that you have pressed at least one digit key before going off hook.		On Hold	Indicates that a call is on hold.
	Conference	Shows for all calls on a conference.		Conference On Hold	Indicates that a conference call is on hold.
	Cordless Handset	Indicates you are dialing or are on a call on the optional Cordless Handset.		Ringing	Displays for incoming calls when there are no other calls.
	Ringing	Flashes for incoming ring group calls when there are other calls.			

Hard Keys

Menu
Accesses the configuration menu.

Directory
Accesses the Directory.

Call Log
Accesses the incoming call log.

Messages
Accesses the voicemail feature.

Help
Accesses help.

Redial
Accesses the Redial list.

Numeric Key Pad

Hold
Places current active call on hold.

Select
Selects a highlighted option in most cases.

Speaker
Routes audio to speakerphone. Can be used to go off hook or on hook.

Navigation
Moves the cursor up/down/left/right on the display.

Cancel
Cancels the most recent operation and returns to previous function.

Headset
Routes audio to headset. Can be used to go off hook or on hook.

Volume
Increases/decreases the ringer and voice volume.

Mute
Prevents your voice from being heard.

Soft Keys

A set of four context-sensitive keys that provide functions based on the LCD display labels.

Soft keys such as **More 1/2** indicate that there are more than four soft keys available. Numeric designation indicates current page. For example, **More 1/2** indicates that you are on page one of two. The **More 1/3** key indicates that you are on page one of three.

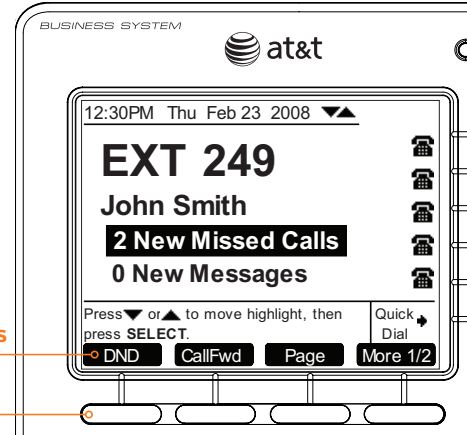The example shows the soft key labels for the soft keys on the Idle screen.

BUSINESS SYSTEM

☺ at&t

12:30PM Thu Feb 23 2008 ▼▲

EXT 249
John Smith
2 New Missed Calls
0 New Messages

Press▼ or▲ to move highlight, then press **SELECT**.

Quick Dial

| DND | CallFwd | Page | More 1/2 |

Soft Key Labels

Soft Keys

If your system has been configured for Line Appearance mode, different soft keys will be available. For more information, see the User's Guide at **www.telephones.att.com/synapseguides**.

DND	Turns Do Not Disturb on or off.	CallFwd	Turns Call Forward on or off.	Page	Pages extensions.	More 1/2	Moves to next set of soft keys.
ExtList	Goes to Extension List.	ParkList	Goes to Park List.	LocateHS	Makes Cordless Handset ring.*	More 2/2	

* Appears only when there is a SB67040 Cordless Handset registered.

Deskset Menu

You can use the Deskset to set up many Deskset features. Access the Menu by pressing **MENU**, and then select options by scrolling down to an option and pressing **SELECT**, or by pressing the Dial-Pad key with that option number.

- Press **1** on the Dial Pad to display the Deskset Settings menu (Display, Sounds, and Preferred Audio).

- Press **2** to display the User Settings menu (Greetings, Call Forward All, Auto Answer, Voicemail Memory, Name Recording, Cordless Settings, and Password).

```
Menu                          ▼▲
1. Deskset Settings
2. User Settings
3. Admin Settings
4. Deskset Information

Use ▼ or ▲ to scroll then press    Quick ➡
SELECT or press 1 - 4.             Dial
```

- Press **3** to display the Admin Settings menu (a System Administrator password is required).

- Press **4** to display the Deskset Information menu.

If your extension is the operator extension, press **5** to change the Auto Attendant settings.

See the User's Guide at **www.telephones.att.com/synapseguides** for additional information on these features.
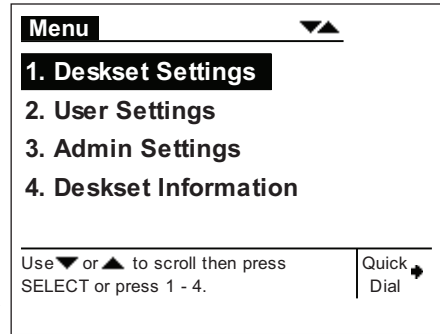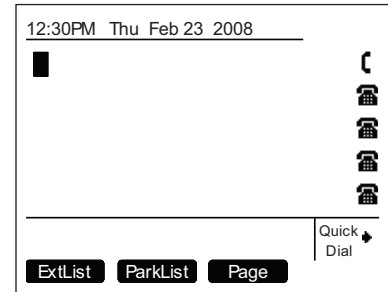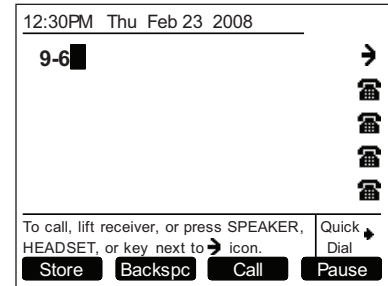
Making a Call

You can make a call from the Deskset using Predialing, Live Dialing or from a list. To Predial, use the dial pad to enter a phone number and then go off hook. To Live Dial, go off hook, then dial a number. To make a call when viewing a list of numbers such as the Directory, Call Log, Redial or Messages lists, highlight the number and then press ▐ Call ▌.

To Predial a number:
1. Enter the phone number using the dial pad. To call an outside number, dial **9**, or whatever digit, if any, that must be dialed first.

2. Lift the corded handset, press **SPEAKER**, **HEADSET** or the Call Appearance key associated with the Predial string to go off hook.

3. Answering an incoming call cancels the Predial Call Appearance.

To Live Dial a number:
1. Go off hook from Idle.

2. Enter the number you want to dial. The Active Call screen displays.
    • To dial an outside number enter the digit **9**, or whatever digit, if any, that must be dialed first.
    • After a second digit (not a **1**) is entered, ▐ ExtList ▌ will no longer be available.

12:30PM Thu Feb 23 2008

9-6❚   →
                                                  ☎
                                                  ☎
                                                  ☎
                                                  ☎

To call, lift receiver, or press SPEAKER,   Quick →
HEADSET, or key next to → icon.   Dial
┃ Store ┃ Backspc ┃ Call ┃   ┃ Pause ┃

12:30PM Thu Feb 23 2008

❚   (
                                                  ☎
                                                  ☎
                                                  ☎
                                                  ☎
                                                  Quick →
                                                  Dial
┃ ExtList ┃ ParkList ┃ Page ┃

Answering a Call

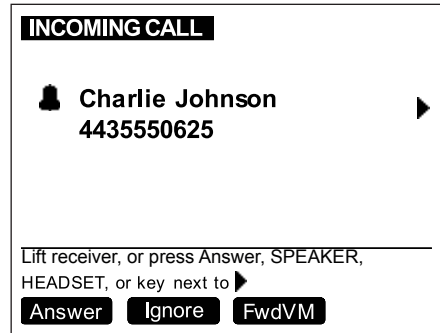You can answer a call by lifting the corded handset, pressing the `Answer` soft key, pressing **SPEAKER**, pressing **HEADSET**, pressing the associated Call Appearance key, or you can set the Deskset to automatically answer after a delay.

See the User's Guide at **www.telephones.att.com/synapseguides** for additional information on this feature.

Instead of answering, you can turn off the ringer by pressing `Ignore` or send the call directly to Voicemail by pressing `FwdVM`.

Once a call has been forwarded to Voicemail, you can listen to the message the caller is leaving by pressing `Listen`. During Voicemail recording, you can also press `Clear` to return to the idle screen or press `Answer` to answer the call.

INCOMING CALL
👤 **Charlie Johnson** ▶
4435550625
Lift receiver, or press Answer, SPEAKER, HEADSET, or key next to ▶
Answer   Ignore   FwdVM

Managing a Call

The Deskset Call Management functions begin with the Active Call screen.

The table shows the soft key labels for the soft keys that appear after a call is answered.

```
12:30PM  Thu  Feb  23  2008  ▼▲
─────────────────────────────────────
 Graham Bell    9-1-232-555-0176 0:03 ☎
 Mary Williams  9-1-888-722-7702 0:02 (
                                      ☎
                                      ☎
                                      ☎
─────────────────────────────────────
To retrieve held call, press key   Quick➔
next to ☎ icon.                     Dial
 Transfer    Conf      Park      More 1/3
```

If your system has been configured for Line Appearance mode, a different set of soft keys will be available. For more information, see the User's Guide at **www.telephones.att.com/synapseguides**.

Transfer	Initiates transfer of a call.	Conf	Initiates a conference call.	Park	Parks a call.	More 1/3	Moves to next set of soft keys.
DND	Initiates Do Not Disturb.	CallFwd	Initiates Call Forward.	Page	Initiates a page.	More 2/3	
		ParkList	Displays Park List.			More 3/3	

Creating a Conference Call

The Deskset can conference up to two calls to create a three-party conference call. The calls may be two external calls or two internal calls, or one external and one internal call. Only one conference can exist at a time at a Deskset.

To create a conference call:

1. Establish the first call, Call A. You may establish Call A through direct dialing, from the Extension list, Call Log, Redial list, Park list, Directory, Quick Dial or by taking a held call off hold.

2. Press `Conf`. Call A will be placed on hold.

3. Establish the second call, Call B, and `Join?` appears. You may establish Call B through direct dialing, from the Extension list, Call Log, Redial list, Park list, Directory, Quick Dial or by taking a held call off hold.

4. Press `Join?`.

5. The selected parties will now join you in a conference.
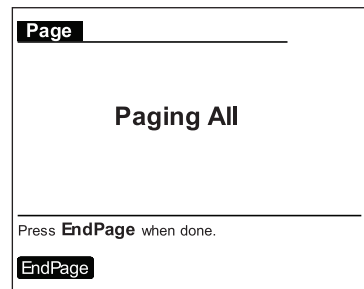
Paging

You can page all other extensions, or, if the System Administrator has created them, you can page groups of other extensions (Paging Zones). Paging is available from Idle or from a held call.

To page extensions:

1. From Idle or from a held call, press `More` until you see `Page`.

2. Press `Page`. The Paging Zones screen displays with a Page All option, and any Paging Zones that the Administrator has created.

   NOTE: If your system includes the optional SB67050 ATA with an overhead paging device attached, overhead paging entries may appear in the list of Paging Zones.

3. To continue, highlight All Extensions or the name of the desired Paging Zone, and press `Start`.
   • An extension on an active call does not receive the page.
   • If you go off hook during an incoming page by lifting the corded handset or pressing a Call Appearance key, any incoming page is terminated on your extension.

4. When finished, press `EndPage` to return to the Idle screen.

Paging Zones ▼▲

1. All Extensions
2. Accounts
3. Design
4. Documentation
5. Management

Use ▼ or ▲ to scroll then press SELECT or press digit.   Quick Dial ◀

`Start`

Page

Paging All

Press **EndPage** when done.

`EndPage`

Call Transfer/Do Not Disturb Setup

To transfer a call:

1. From the Active Call Screen, if necessary, press `More` until you see `Transfer`.

2. Press `Transfer`. The Active Call is placed on hold.

3. Dial a number or access an entry from the Directory, Call Log, Extension list, or Messages list and press `Call`. You can also transfer to a parked or held call, by accessing it and pressing **SELECT**. If desired, you can announce the transfer.

4. To complete the transfer, press `Xfer?`. The Call Transferred screen displays for two seconds.

See the User's Guide at **www.telephones.att.com/synapseguides** for additional transfer functions.

To enable or disable Do Not Disturb (DND):

1. From the Idle Screen, press `More` until you see `DND`.

2. To enable DND press `DND`.

3. To confirm DND, press `Confirm`. `DND ON` appears in the top right of the display.

4. To disable DND from the Idle screen, press `DND`.

Accessing Voicemail

To display the New Message list, from the Idle screen, highlight # New Messages and press **SELECT**. To view the entire message list, press **MESSAGES**. You will be prompted to enter your password if you have created one.

NOTE: If your system includes the optional SB67050 ATA with Group Mailboxes enabled, a list of the group mailboxes appears. If Voicemail Distribution is enabled at your Deskset, a screen appears, allowing you to choose to listen to your messages by pressing Listen .

Once a new message is played, the new message count will go down by one. If there are no new messages, 0 New Messages displays.
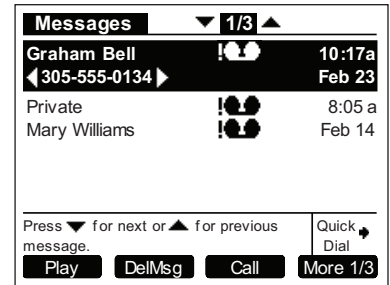
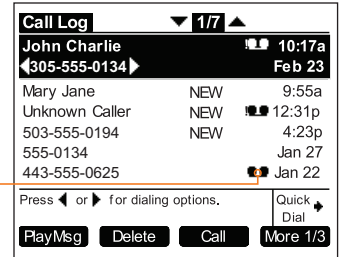| Play	Plays a message.	DelMsg	Deletes highlighted message.	Call	Dials the highlighted entry.	More 1/3	Moves to next set of soft keys.
FwdMsg	Initiates forwarding a message.	DelAll	Deletes all messages.	PlayAll	Plays all messages.	More 2/3	
MrkNew	Marks highlighted msg as new.			ClerNew	Clears the new icon (!) from all messages.	More 3/3	

Accessing Call Log

To display the New Calls, from the Idle screen, highlight # New Missed Calls and press **SELECT**.

A new call record will no longer be considered new once it has been highlighted. Reviewing a new call reduces the count by one.

To view the entire Call Log press **CALL LOG**.

If the caller left a voicemail message, indicated by tape icon, you may play the message from the Call Log list or from Call Log details.
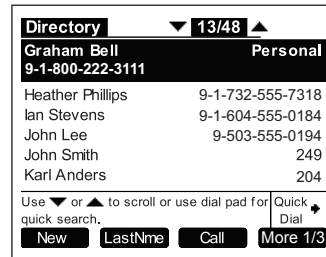
```
Call Log            ▼ 1/7 ▲
John Charlie              🔊 10:17a
◀305-555-0134▶              Feb 23
Mary Jane        NEW         9:55a
Unknown Caller   NEW    🔊 12:31p
503-555-0194     NEW         4:23p
555-0134                    Jan 27
443-555-0625           🔊   Jan 22
Press ◀ or ▶ for dialing options.   Quick ➚
                                      Dial
 PlayMsg    Delete     Call    More 1/3
```

Tape Icon

PlayMsg	Plays a message.*	Delete	Deletes highlighted entry.	Call	Dials highlighted entry.	More 1/3	Moves to next set of Soft Keys.
Store	Stores number in local directory.	DelAll	Deletes all entries.	ClerNew	Clears the NEW icon from all entries.	More 2/3	
Details	Shows details for highlighted entry.					More 3/3	

*Appears only when there is a message.

Directory

The Directory consists of other Deskset Extension numbers, your own Personal entries, and System entries that only the System Administrator can add and edit. You can add up to 50 Personal entries to your Deskset Directory.

Within the Directory, you can press a Dial-Pad key (see Dial Pad Entry on page 18) to see the first name that starts with the first letter on that key. If there is no match, the set displays the next entry in the alphabetical list. You can also use the △ and ▽ navigation keys to scroll through the Directory.

```
┌─────────────────────────────────────────┐
│ Directory          ▼ 13/48 ▲           │
│ Graham Bell                 Personal   │
│ 9-1-800-222-3111                        │
│ Heather Phillips      9-1-732-555-7318  │
│ Ian Stevens           9-1-604-555-0184  │
│ John Lee                9-503-555-0194  │
│ John Smith                        249   │
│ Karl Anders                       204   │
│ Use ▼ or ▲ to scroll or use dial pad for│ Quick │
│ quick search.                           │ Dial  │
│   New    LastNme    Call    More 1/3    │
└─────────────────────────────────────────┘
```

New	Creates a new personal entry.	**FirstNme** **LastNme**	Toggles First and Last Name sort.	**Call**	Dials highlighted entry.	**More 1/3** **More 2/3** **More 3/3**	Moves to next set of soft keys.
Edit	Edits highlighted entry.	**Delete**	Deletes highlighted entry.	**List**	Opens the sort options menu in Directory.		

17

Dial Pad Entry

Dial pad data entry allows you to use the dial pad to enter alphabetical characters into a text field.

Press a dial pad key repeatedly to display first the upper case letters for that key, then the digit, and then the lower case letters for that key in sequence. Pressing the key further will cycle through the sequence again.

The pound (**#**) and star (*****) keys have been assigned special characters. Pressing these keys will cycle through each special character in the order shown in the table below.

Key Press	First	Second	Third	Fourth	Fifth	Sixth
Special Character	#	'	,	-	.	&
	*	?	!	/	(	)

Using the Directory

To create a new Directory entry:

1. To display the Directory list, press **DIRECTORY**.

2. To display the Personal Entry screen, press ⬛New⬛.

3. Fill in the First Name, Last Name and Phone # fields using the dial pad data entry. For outside calls, start with a **9**, or whatever your system administrator said is necessary, in the Phone # field.

4. To return to the Directory list, press ⬛Save⬛.

To search for a list entry:

1. Display the Directory list by pressing **DIRECTORY**.

2. To search for either an exact match or the closest match, press the dial key that contains the first letter of the name you are looking for. Keep pressing the dial key until the letter you are seeking appears. For example, press 5 twice for "Kenneth."

```
┌────────────────────────────────────┐
│ Personal Entry            ▼▲         │
│ First Name: Graham                   │
│ Last Name: Bell                      │
│ Phone #: 9-1-800-222-3111█           │
│                                      │
│                                      │
│ Use dial pad to enter numbers.  Quick│
│                                 Dial │
│  Save    Backspc                Pause│
└────────────────────────────────────┘
```

Remote Voicemail Access Card

JUMP FORWARD 8 SECONDS (9 WXYZ)
JUMP BACK 8 SECONDS (7 PQRS)
SKIP THIS MESSAGE (6 MNO)
PLAYBACK OPTIONS (5 JKL)
REPEAT CURRENT MESSAGE (4 GHI)
DELETE MESSAGE (3 DEF)
PLAY OR PAUSE PLAYBACK (1)

NEW MESSAGES (1)
OLD MESSAGES (2 ABC)

Dial your company telephone number → Dial your extension and wait until it answers → ✳ ✳ → Enter your password → #

FOLD HERE

Synapse® Deskset Personal Voicemail Access Card

Remote Voicemail Access Card

To access personal voicemail remotely:

1. Dial your company telephone number.
2. Dial your extension and wait until it answers.
3. Immediately press star twice (**).
4. If you have created a voicemail password, enter it.
5. Press pound (#).
6. You have the following options as illustrated on the front.

- To listen to new messages, press 1.
- To listen to old messages, press 2.
- To stop message playback, press 5.

Select one of the following options:

- To play or pause playback, press 1.
- To delete the current message, press 3.
- To repeat the previous message, press 4.
- To skip this message, press 6.
- To jump back 8 seconds, press 7.
- To jump forward 8 seconds, press 9.
- To return to the Main Menu, press star once (*).

NOTE: For customer service or product information, contact your installer at the number on the cover of this guide. If your installer is unavailable, visit our website at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.