at&t
Your world. Delivered.

Synapse™

Synapse™ User's Guide

© 2010 Advanced American Telephones. All Rights Reserved. AT&T, the AT&T logo and the slogan "Your world. Delivered." are trademarks of AT&T Intellectual Property licensed to Advanced American Telephones, San Antonio, TX 78219. Synapse™ is a trademark of Advanced American Telephones. Issue 2.0 9/10

CONTENTS

Preface **11**

Topic Navigation 12
Text Conventions 14
Deskset and Optional Cordless Handset Menu Navigation 15
Additional Documentation 15

Overview **16**

SB67030 Deskset 19
Deskset Description 19
Deskset Idle Screen 20
Deskset Soft Keys 21
Deskset Idle Screen Soft Keys 21
Deskset Status Indicators 22
Deskset Call Appearances 23
Deskset Call Appearance Icons 24
Deskset Call Appearance Operation 25
Deskset Call Appearance Timer 26
Deskset Call Appearance LEDs 26
Deskset Hard Keys 27
Deskset Dial-Pad Entry 28
Deskset Confirmation Screens 29
Deskset Notification Screens 29
Using the Deskset Speakerphone 30
Using Deskset Help Screens 30
Auto Attendant Information 31
Caller Options 31

[**Handset**] SB67040 Cordless Handset (Optional) 32
[**Handset**] Cordless Handset Description 33
[**Handset**] Cordless Handset Liquid Crystal Display (LCD) 35
[**Handset**] Cordless Handset LCD Screen Types 36
[**Handset**] Cordless Handset Soft Keys 38
[**Handset**] Cordless Handset Screen Icons 38
[**Handset**] Using the Cordless Handset Speakerphone 40
[**Handset**] Switching Between Deskset and Cordless Handset 41
[**Handset**] To switch a call from Deskset to Handset: 41
[**Handset**] To switch a call from Handset to Deskset: 41
[**Handset**] SB67030 Deskset/SB67040 Cordless Handset Comparison 42
[**Handset**] Cordless Handset Battery Charging 44
[**Handset**] Cordless Handset Low Battery Notification 45
[Handset] Cordless Handset Power Saver 45
[**Handset**] Cordless Handset Link Loss Notification 46
[**Handset**] Searching a List Using the Cordless Handset Dial Pad 47
[**Handset**] Dial-Pad Entry 48
[**Headset**] TL7600 Cordless Headset (Optional) 49
[**Headset**] Cordless Headset Description 50
[**Headset**] Cordless Headset Operation 51
[**ATA**] Analog Terminal Adapter (ATA - Optional) 53

Web Interface 54

Accessing the Web User Interface (WebUI) 55
Basic Settings 57
Extension Directory 59
Quick-Dial Keys 63
Help 64

Settings **65**

Deskset Menu 66
Deskset Settings 67
- Display 68
- Sounds 69
- Preferred Audio 70

User Settings 71
- Greetings 73
  - Recording a Greeting 74
- Call Forward All and Call Forward–No Answer 75
  - Call Fwd All – Mailbox 77
  - Call Fwd All – Extension 78
  - Call Fwd All – Outside Phone Number 79
- Automatic Answering 80
- Voicemail Memory 81
- Name Recording 82
- Password 85
  - Change User Password 86
- [**Handset**] Registering an Optional Cordless Handset 87
- [**Headset**] Registering an Optional Cordless Headset 89
- [**Handset**, **Headset**] Deregistering a Cordless Accessory 90
  - [**Handset**] Cordless Handset Deregistration from the Cordless Handset 91
- [**Handset**, **Headset**] Cordless Accessory Registration and Deregistration Issues 92

Admin Settings 93
Deskset Information 94
Using Do Not Disturb (DND) 95
Operator Auto-Attendant Settings 96

[**Handset**] Cordless Handset Settings 97
[**Handset**] Setting Contrast 98
[**Handset**] Setting the Sounds 99
[**Handset**] Using the VOLUME key to set the Ringer and Voice Volume 100
[**Handset**] Setting the Cordless Handset to Factory Default 102
[**Handset**] Viewing the Product ID 103

Accessing Items in Lists 104

Accessing Voicemail 105
Accessing the Directory 106
Accessing the Call Log 107
The Extension List 108
Accessing the Extension List 109
Accessing the Quick-Dial List 110
Editing Quick Dial 111
The Redial List 112
Accessing the Redial List 113
Storing Redial Entries 114
Deleting Redial Entries 115
Searching the Directory or Extension Lists Using the Dial Pad 116
[**Handset**] Accessing and Managing Items in Lists with the Cordless Handset 117
[**Handset**] Accessing the Voicemail List 118
[**Handset**] Accessing the Directory 119
[**Handset**] Accessing the Call Log 121
[**Handset**] Cordless Handset Extension List 122
[**Handset**] Accessing an Extension 123
[**Handset**] Accessing the Quick-Dial List 124
[**Handset**] Accessing the Redial List 125
[**Handset**] Searching the Directory or Extension Lists Using the Dial Pad 127

Directory **128**

Using the Directory 129
Viewing Directory Entries 130
Creating a New Personal List Entry 132
Editing a Personal List Entry 133
Storing Directory Entries from the Call Log or Redial List 134
Deleting a Personal List Entry 135
Directory Sort 136
[**Handset**] Accessing the Directory with the Cordless Handset 137
    [**Handset**] Accessing the Directory 138

Voicemail **140**

Voicemail Overview 141
    Voicemail Messages 142
Accessing Your Messages 143
    Personal Message Playback 144
    Forwarding a Personal Message 147
    Recording an Introductory Message 149
    Deleting Personal Messages 150
    New Personal Message Status Indications (! Icons) 151
    [**ATA**] Accessing Group Mailboxes 153
Personal Voicemail Remote Operations 155
[**Handset**] Accessing Personal Voicemail with the Cordless Handset 158
    [**Handset**] Voicemail Notification 159
    [**Handset**] Retrieving Personal Voicemail 160
    [**Handset**] Reviewing Voicemail Records 161
    [**Handset**] Managing Personal Voicemail 163

Call Log **166**

Using the Call Log 167
Managing Missed Calls 168
Reviewing the Call Log List 169
Voicemail Messages in Call Logs 171
Storing Call Log Entries 172
Deleting Call Log Entries 173
[**Handset**] Accessing the Call Log with the Cordless Handset 175
[**Handset**] Using the Call Log 176
[**Handset**] Managing Missed Calls 177
[**Handset**] Reviewing the Call Log 178
[**Handset**] Playing Voicemail Messages in the Call Log 179
[**Handset**] Deleting Call Log Entries 180

Outgoing Calls **182**

Active Call Screen 183
Predialing 184
Live Dialing 185
Making a Call from a List 186
[**Handset**] Make a Call with the Cordless Handset 187
[**Handset**] Active Call Screen 188
[**Handset**] Predialing 189
[**Handset**] Live Dialing 190
[**Headset**] Making Calls with the Optional TL7600 Cordless Headset 191

Incoming Calls **192**

Incoming Call Screens 193
Incoming Call Indication 194
Answer a Call 195
Multiple Incoming Calls 197
Ignoring a Call 198

Call Screening 199
Auto Answering 200
[**Handset**] Answer a Call with the Cordless Handset 201
[**Handset**] Incoming Call Indication 202
[**Handset**] Answer a Call 203
[**Handset**] Multiple Incoming Calls 204

Call Management 205

Call Management 206
Placing a Call on Hold 207
Managing Held Calls 208
Transferring a Call Overview 209
Transfer Rules 209
Transferring a Call 210
Conferencing 212
Hold and Cancel a Conference 213
Parking a Call 214
Retrieve a Parked Call 215
[**Handset**] Call Management Using the Cordless Handset 216
[**Handset**] Active Call Screens 217
[**Handset**] Call Deck 218
[**Handset**] Transferring 219
[**Handset**] Transferring to an Extension 219
[**Handset**] Transferring to an Outside Number 220
[**Handset**] Conferencing 221
[**Handset**] Placing a Conference Call on Hold 222
[**Handset**] Ending a Conference Call 223
[**Handset**] Managing Held Calls 224
[**Handset**] Held Call Options 226

[**Handset**] Parking a Call 227
Parking an Active or Held Call 227
[**Handset**] Retrieving a Parked Call From Any Extension 228
[**Handset**] Using a Corded Headset 229
Call Management Using Headsets 230

Paging 231

Paging 232
[**ATA**] Single-Zone Overhead Paging 234
[**ATA**] Multi-Zone Overhead Paging 235
[**Handset**] Paging 236

Deskset-Handset Interaction 237

[**Handset**] Answering a Call While Another Device is on a Call 238
[**Handset**] Incoming Calls 238
[**Handset**] Held Calls 238
[**Handset**] Clocks 239
[**Handset**] Status 239

Troubleshooting 240

Common Troubleshooting Procedures 241
Resolving Audio Echoes 241
Resolving General Audio Issues 243
Reintroducing a Deskset Into the System 244
Reintroducing a Gateway or ATA Into the System 246
Power Failure Recovery Procedure 248
General Troubleshooting 249
Gateway Troubleshooting 259
Deskset Troubleshooting 262
Cordless Handset Troubleshooting 273

Cordless Headset Troubleshooting 281
ATA Troubleshooting 286
[**ATA**] General Troubleshooting 286
[**ATA**] Music on Hold (MoH) Troubleshooting 288
[**ATA**] Overhead Paging (OHP) Troubleshooting 292
[**ATA**] Fax Configuration Troubleshooting 306
[**ATA**] Analog Phone Troubleshooting 310
[**ATA**] Group Mailbox Troubleshooting 312

Appendixes 313

Appendix A: Soft Keys 313
Deskset Soft Keys 313
[**Handset**] Cordless Handset Soft Keys 316
Appendix B: Technical Specifications 317
Appendix C: Maintenance 320
Appendix D: Important Safety Instructions 321
Appendix E: Limited Warranty 323

Glossary 327

PREFACE

This user's guide provides instructions for using your Synapse telephone and its optional accessories. Although the Quick Start Guides also include information on using the devices, this guide has information on setting up the devices and more complete information on feature usage.

Before using this AT&T product, please read *"Appendix D: Important Safety Instructions" on page 321* of this guide. Please thoroughly read this user's guide for all the feature operations and troubleshooting information necessary to install and operate your new AT&T product.

NOTE For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

This electronic document must be viewed using Adobe Reader 9.2 or newer. You can download the reader free from Adobe at **http://get.adobe.com/reader**.

The following sections provide instructions for using this guide:

- *"Topic Navigation" on page 12*
- *"Text Conventions" on page 14*
- *"Deskset and Optional Cordless Handset Menu Navigation" on page 15.*

NOTE Some illustrations in this document contain very small text that is not intended to be read. Sometimes the image is present just to help you find the correct screen, in others, full size text conveys the intended information.

Topic Navigation

This user's guide allows easy navigation between topics and the ability to return to your original topic. Figure 1 illustrates the navigation conventions within the user's guide.

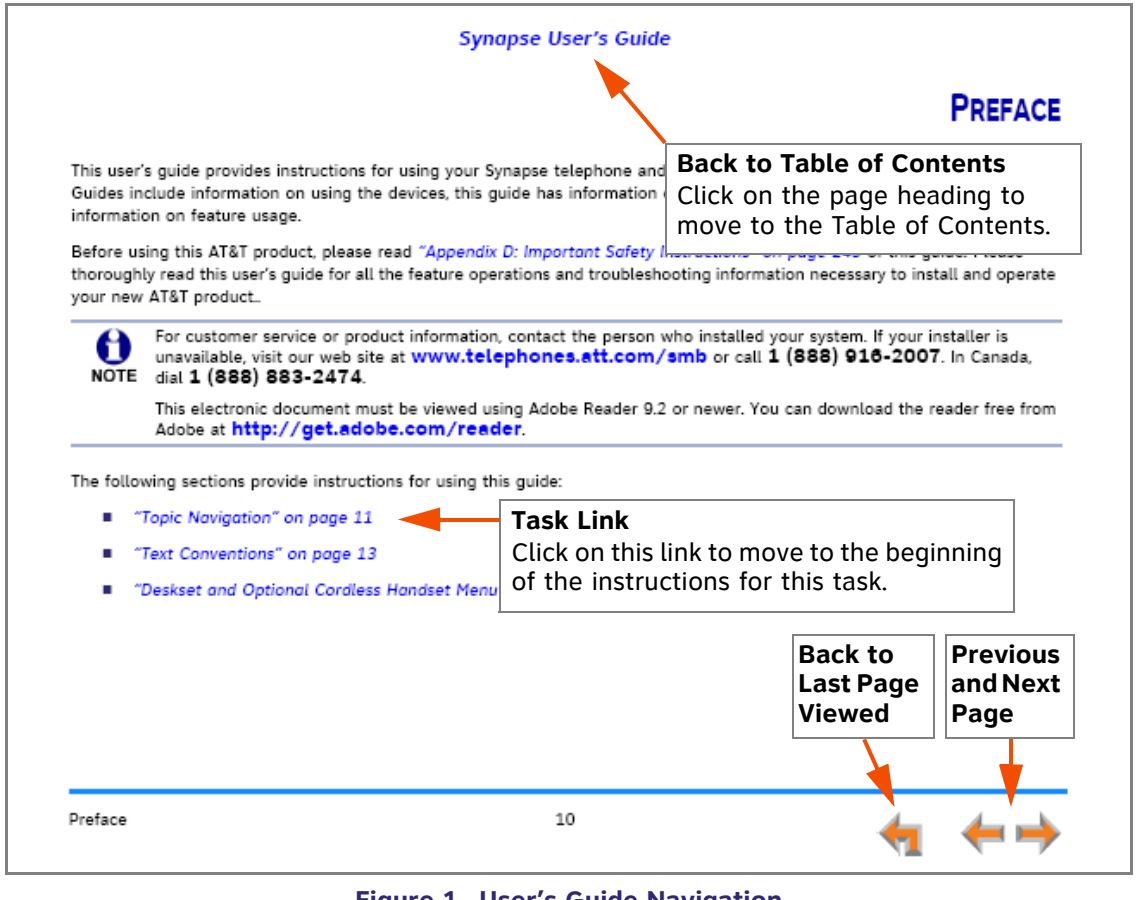


Figure 1. User's Guide Navigation

Figure 2 illustrates the navigation features of Adobe® Reader.

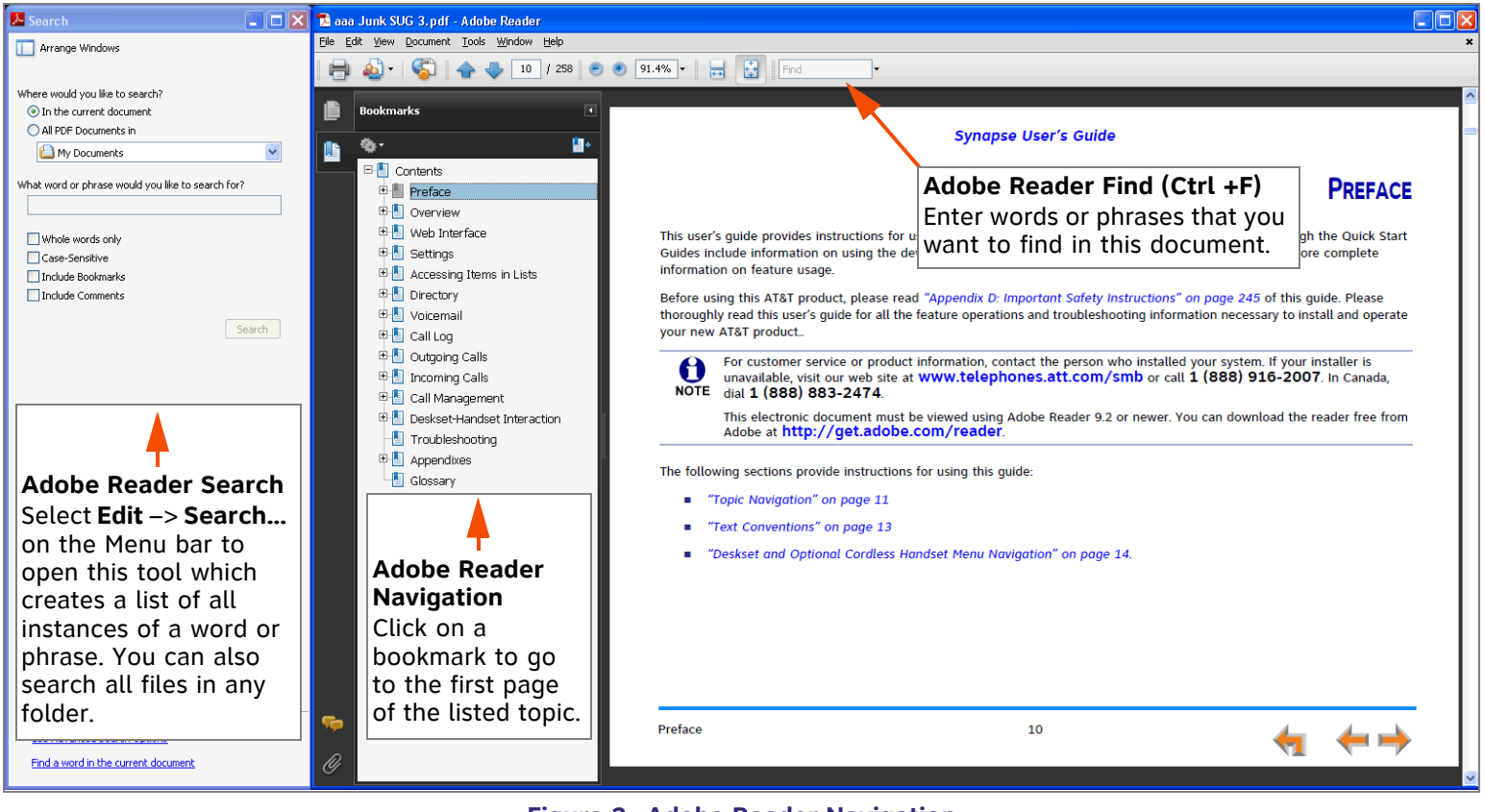


Figure 2. Adobe Reader Navigation

Text Conventions

Table 1 lists text formats and their uses.

Table 1. Description of Text Conventions

Text Format	Description
Screen	Identifies text that displays on the screen in a menu or prompt.
HARD KEY or **DIAL-PAD KEY**	Identifies a hard key, including the Dial-Pad keys.
Call	Identifies a soft key.
Figure 1, Table 1	Identifies a figure or table.
"Topic Navigation" on page 12	Identifies a hyperlink to another part of this document or, if it begins with "www", an internet web site. You need internet access to view web sites.
[**ATA**], [**Handset**], [**Headset**]	Identifies information predominately about an optional Synapse device. See *"Overview" on page 16*.
NOTE Notes give more information, usually in a procedure.	Example of a Note.
CAUTION *A caution means that loss of data or unintended circumstances may result.*	Example of a Caution.

Deskset and Optional Cordless Handset Menu Navigation

To access items in the menus, you can either use the Navigation key to highlight the function and press **SELECT** or press a numeric key on the dial pad. The procedures in this guide use the numeric keypad entry as the preferred method for selecting a function.

Additional Documentation

Downloadable copies of all Synapse documents, including user's and administrator's guides, installation instructions and quick-start guides, are available at **www.telephones.att.com/synapseguides**.

CHAPTER 1

OVERVIEW

The Synapse™ Business Phone System from AT&T is for businesses that need up to 50 extensions. This system is scalable from 1 to 16 outside lines, so as your business grows, your phone system can too. The Synapse Business Phone System provides simplicity without sacrifice—it's simple to install, manage, and use, without sacrificing any of the features you need and expect from a business telephone system.

Each system needs a person to perform system administration functions such as setting up and modifying system configurations. This system administrator can be an employee or your telephone equipment provider.

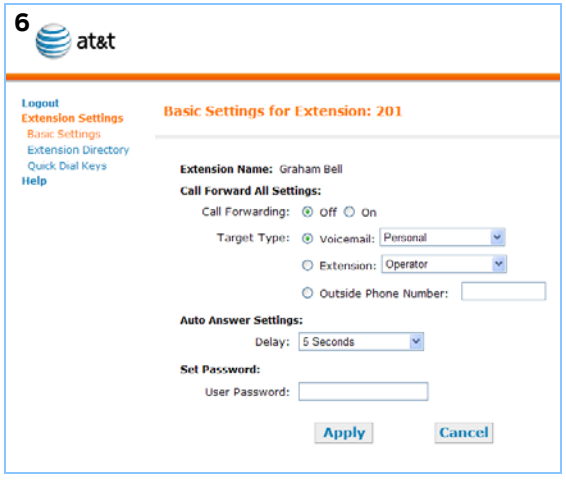
Someone may also be designated the system operator. This is the extension that outside callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero). When the Auto Attendant is disabled, all outside calls default to going to the system operator.

This chapter provides an overview of the functions and features of the SB67030 Deskset and the optional accessories:

- *"SB67030 Deskset" on page 19*
- *"[Handset] SB67040 Cordless Handset (Optional)" on page 32*
- *"[Headset] TL7600 Cordless Headset (Optional)" on page 49*
- *"[ATA] Analog Terminal Adapter (ATA - Optional)" on page 53.*

The Synapse system includes:

1. **AT&T SB67010 PSTN Gateway** — The Gateway provides access to outside phone lines.
2. **AT&T SB67030 Deskset** — The system supports up to 50 Desksets.
3. **AT&T SB67040 Cordless Accessory Handset (Optional)** — The Cordless Handset duplicates many of the Deskset features and provides a high degree of mobility.
4. **AT&T TL7600 Cordless Headset (Optional)** — The Headset lets you work while you talk.
5. **AT&T SB67050 Analog Terminal Adapter (ATA - Optional)** — The ATA allows the integration of non-Synapse devices, such as analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox.
6. **Web User Interface (WebUI)** — The WebUI provides the ability to customize your system for your business from a PC that is on the same Local Area Network.



The system shown in Figure 3 differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, the system uses a distributed control system over a new or existing Local Area Network (LAN).

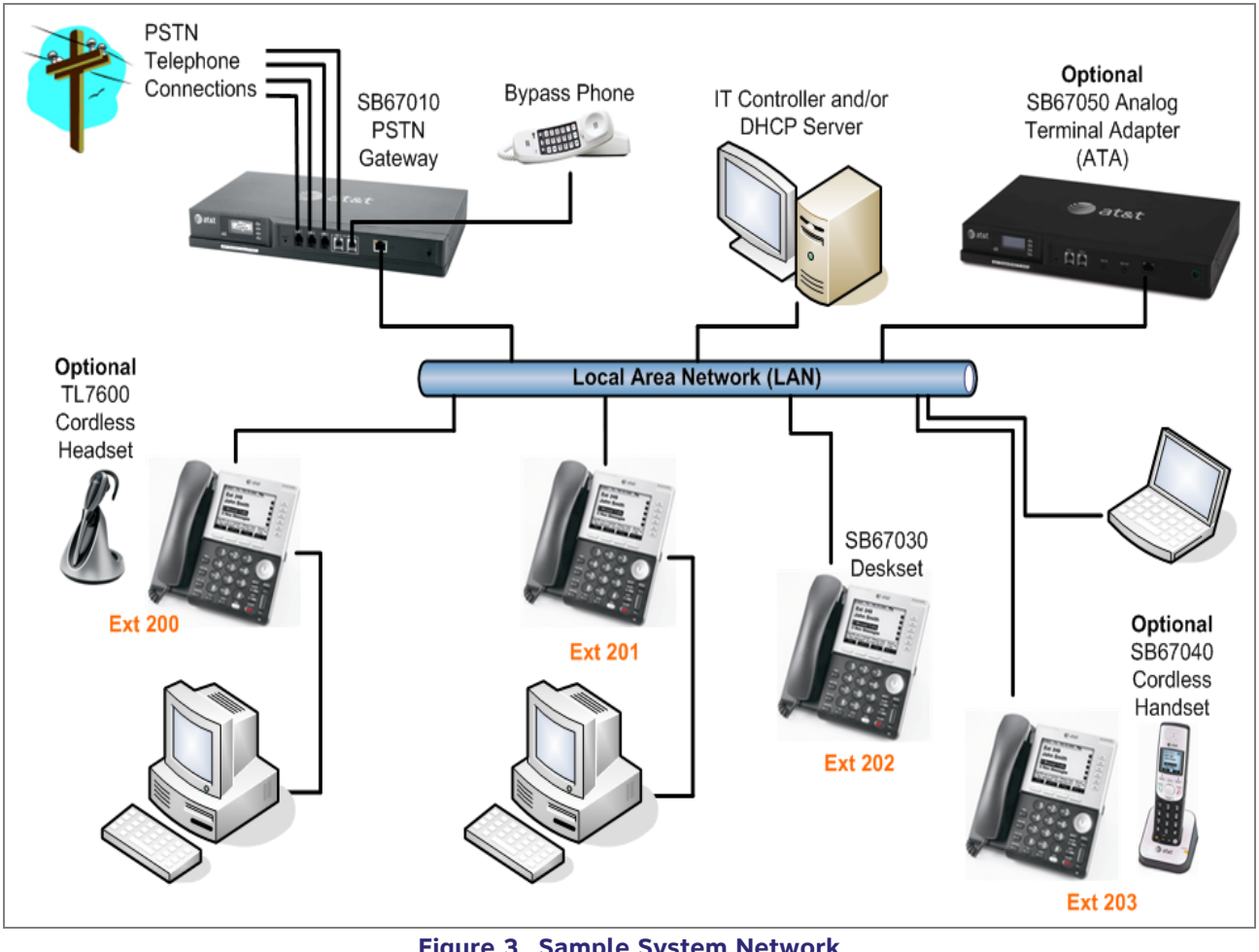


Figure 3. Sample System Network

SB67030 Deskset

You can use the Deskset alone, or with the optional accessories: SB67040 Cordless Handset and TL7600 Cordless Headset.

Deskset Description

Figure 4 identifies and describes the display and key functional areas for the Deskset.

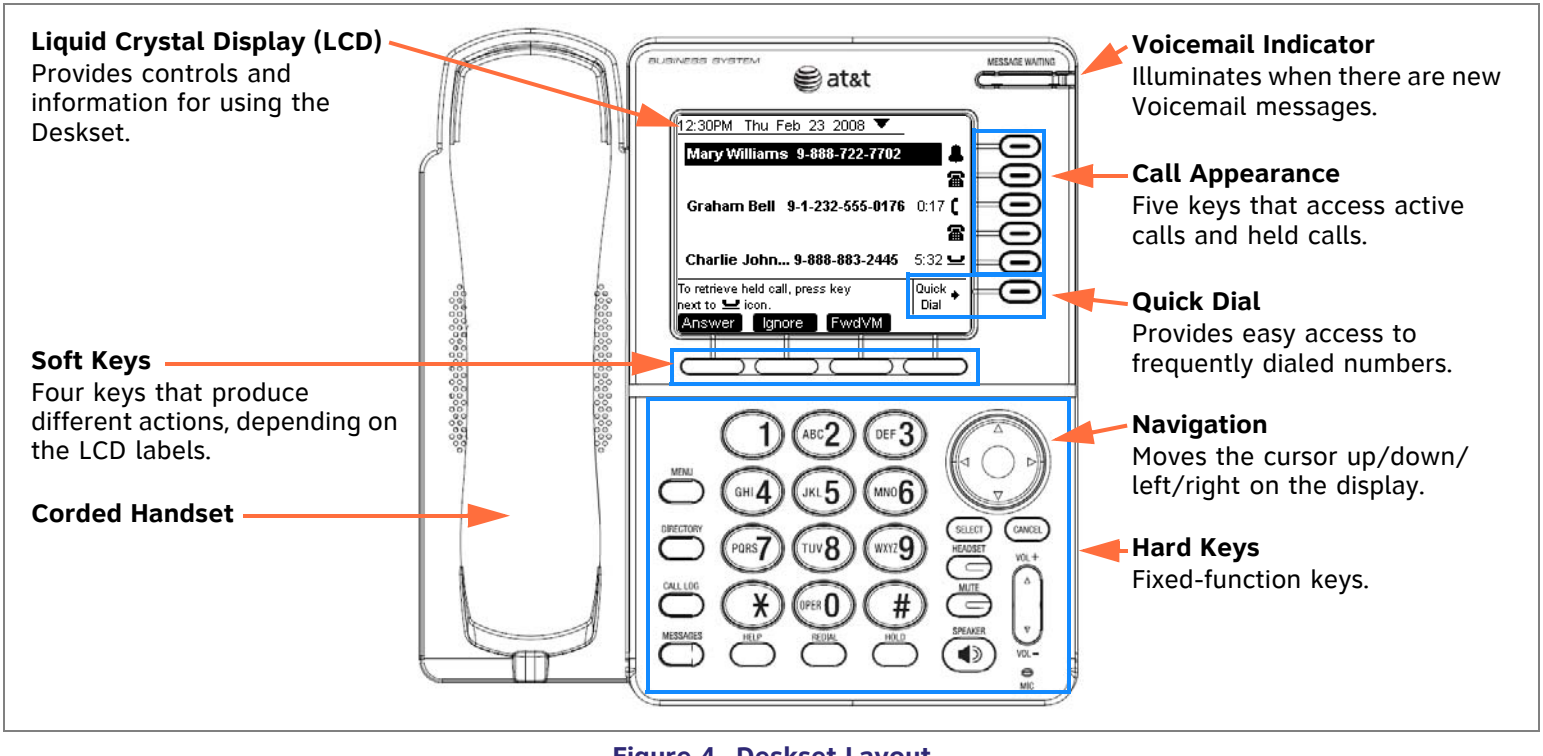


Figure 4. Deskset Layout

Deskset Idle Screen

Figure 5 identifies the basic elements and describes the call functions displayed on the Idle screen. The Idle screen displays when the system is first turned on and when there is no call activity. The display is backlit when you are using it, but the backlight turns off 30 seconds after the most recent button press.

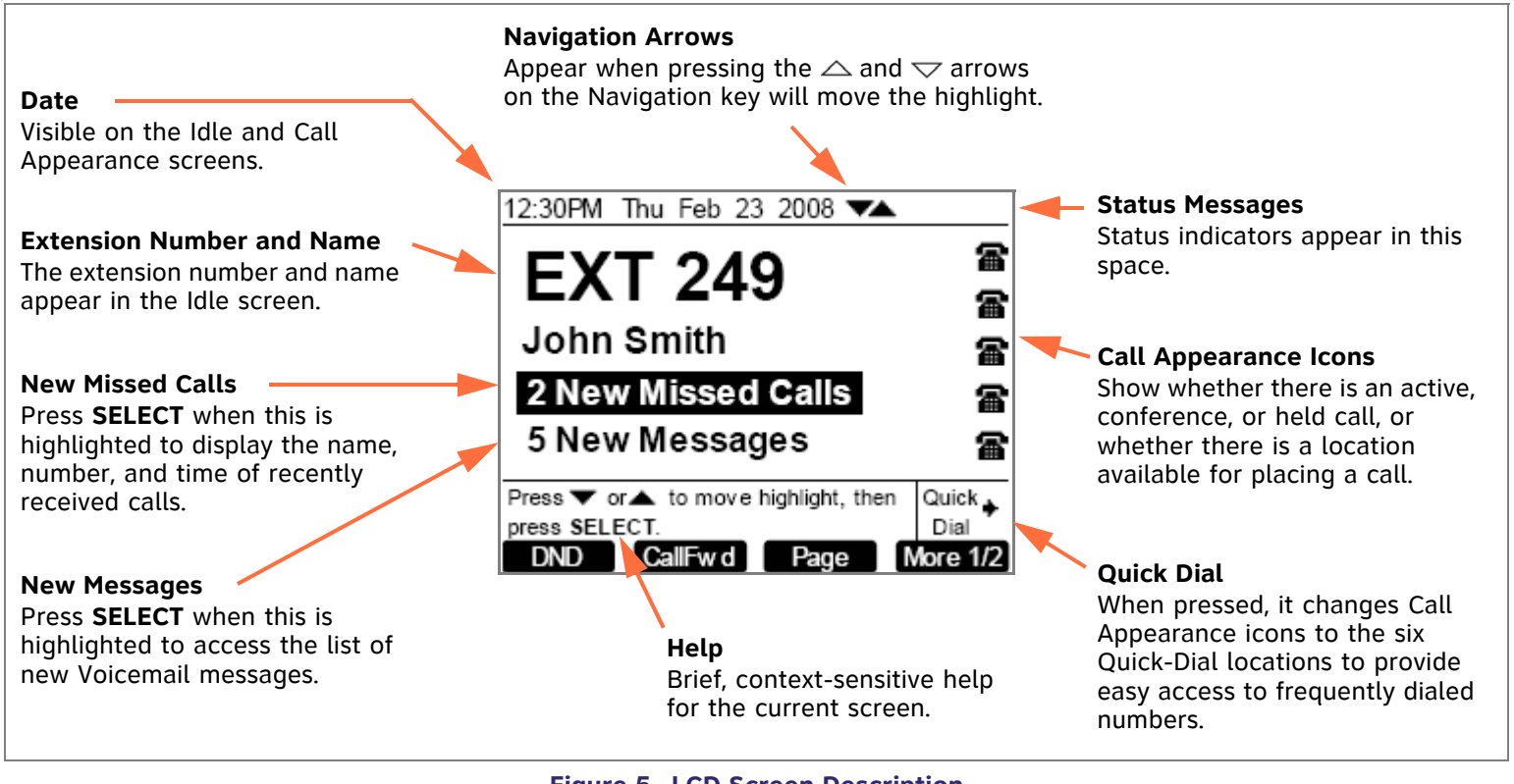


Figure 5. LCD Screen Description

Deskset Soft Keys

The Deskset provides soft keys as illustrated in *Figure 4 on page 19*. The soft key labels change according to the current task. For example, if you are forwarding a call, the key labels displayed are different from those displayed if you are making a call. Some features have more than four soft key labels available. To view the additional key labels, press More 1/2 or More 1/3. See *"Appendix A: Soft Keys" on page 313* for an alphabetical list of the labels that appear above the soft keys.

Deskset Idle Screen Soft Keys

Table 2 describes the Deskset Idle screen soft keys, as shown in Figure 6.

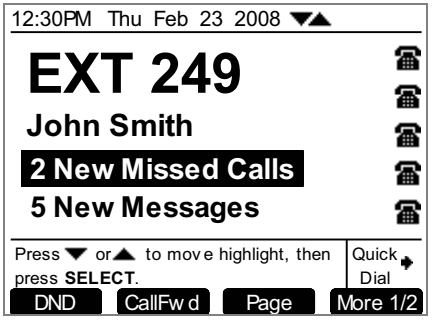


Figure 6. Deskset Idle Screen

Table 2. Idle Screen Soft Keys

Key	Description	Key	Description	Key	Description	Key	Description
DND	Turns Do Not Disturb on or off.	CallFwd	Turns Call Forward on or off.	Page	Pages internal extensions.	More 1/2 More 2/2	Moves to the next set of soft keys. If this key appears, there are more than four soft keys available. **More 1/2** indicates that you are on page one of two.
ExtList	Accesses Extension list.	ParkList	Accesses Park list.	LocateHS	Rings the Cordless Handset.		

Deskset Status Indicators

Status indicators appear in the upper right-hand corner of the Deskset display, as shown in Figures 6 and 7.

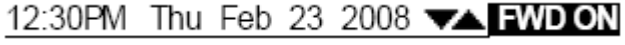


Figure 7. Example of Call Forward On

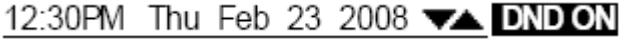


Figure 8. Example of DND On

Status messages include:

FWD ON	Displays when Call Forward All is on.
DND ON	Displays when Do Not Disturb is on.
AA ON	Displays when Auto Answer is on.
	Displays when the ringer is silenced.
<5 Min	Displays when less than five minutes of Voicemail recording time is available.
VM Full	Displays when Voicemail is full.

NOTE The silent ringer and the Voicemail indicators alternate with each other and the other status indications. The Do Not Disturb indicator supersedes the Auto Answer indicator, and the Call Forward All indicator supersedes both the Do Not Disturb and Auto Answer indicators. When Do Not Disturb is on, there is no indication for Auto Answer. When Call Forward All is on, the Do Not Disturb and Auto Answer indicators do not appear.

Deskset Call Appearances

The five Call Appearance keys and icons, as shown in Figure 9, allow you to manage your calls. The Deskset presents call information next to the Call Appearance keys at the side of the display. When there is an incoming call, the Call Appearance Light-Emitting Diode (LED) on the key flashes. The system displays icons on the LCD screen to identify the status of each call. Press the △ or ▽ Navigation key to move the highlight. The soft keys change accordingly. See *"Deskset Call Appearance Icons" on page 24* for a complete description of the available icons.

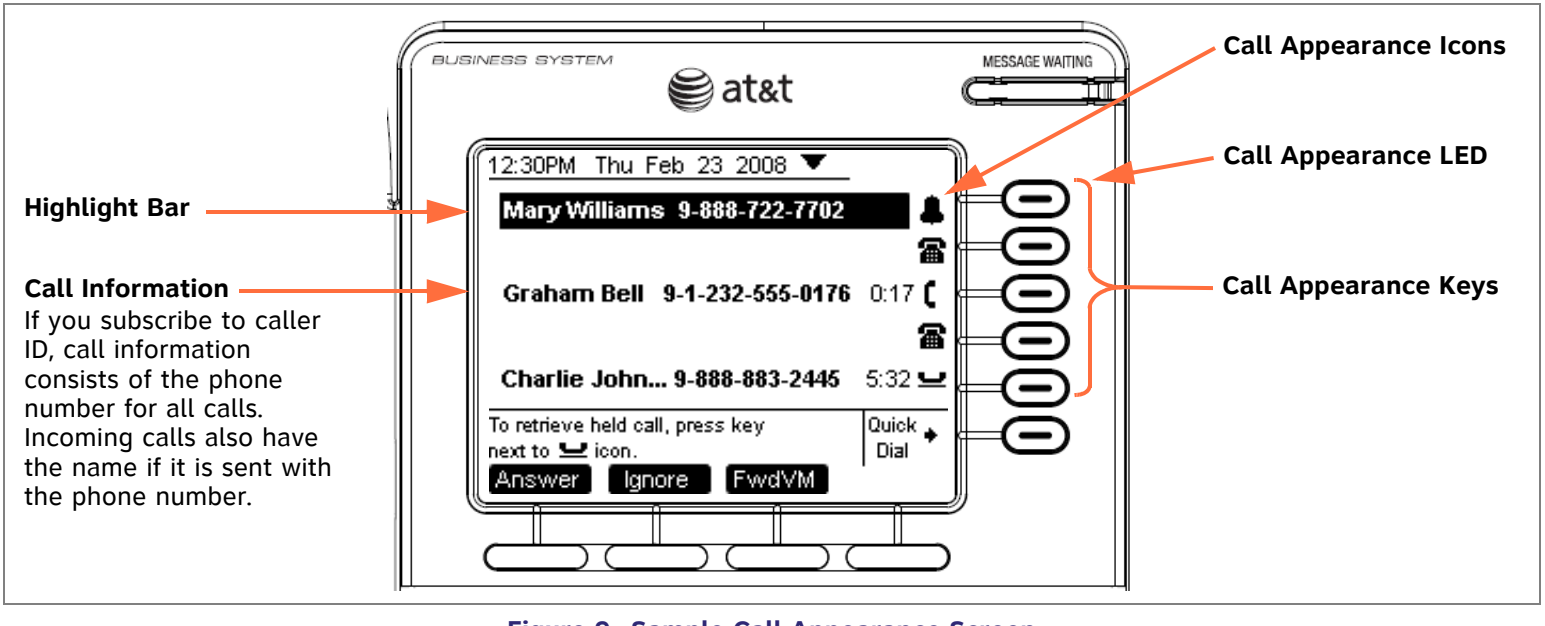


Figure 9. Sample Call Appearance Screen

Conferencing or transferring outside calls requires two Call Appearances, one for each call. When you are in a feature such as the Directory, Call Log, Redial, or Voicemail, pressing a Call Appearance key does not dial a highlighted list entry.

Deskset Call Appearance Icons

Call Appearance icons show call status. The Deskset displays five Call Appearance icons for the five keys, allowing you to handle up to five simultaneous calls. If a sixth call comes in to a Deskset, that call is forwarded to the destination defined by your system administrator. If the corded handset, corded or Cordless Headset, speakerphone, or Cordless Handset goes off hook, the next available Call Appearance icon changes to show the active call off-hook status.

For information on installing corded or Cordless Headsets, see the Synapse System Installation Guide at **www.telephones.att.com/synapseguides**.

Table 3 describes the available Call Appearance icons.

Table 3. Deskset Call Appearance Icons

Icon	Status	Icon	Status
	Available Indicates an available Call Appearance. Lifting the corded handset from the cradle changes a Call Appearance icon from available to off hook.		**Incoming Call** Indicates an incoming call when there are no other calls.
	Off Hook Indicates that you have lifted the corded handset, pressed **SPEAKER** or **HEADSET**, or you are on a phone call.		**Ringing** Flashes for incoming calls when there are other calls. This icon also appears when there is an incoming call with no other calls.
	Predial Indicates that you have pressed at least one Dial-Pad key. These numbers are dialed when you go off hook.		**Silenced Ring** Flashes to indicate an ignored incoming call.
	Conference Indicates a conference call.		**On Hold** Flashes when the line is on hold.

Table 3. Deskset Call Appearance Icons (Continued)

Icon	Status	Icon	Status
	Cordless Handset This icon indicates that the optional Cordless Handset is currently in control of operations.		**Conference On Hold** Flashes when a conference call is on hold.
	Message Recording This icon indicates that a message is being recorded.		

Deskset Call Appearance Operation

When there is an incoming call, information about the new call takes over the display.

The position of the highlight bar determines which call is acted upon when you press buttons like **HOLD** and **MUTE**. If several calls are ringing and you press **SPEAKER**, you answer the call that is highlighted. The highlight is placed according to the following priority sequence:

1. Incoming ring
2. Active call
3. Held call.

When all the Call Appearances are in use, you cannot go off hook by lifting the corded handset, or by pressing **SPEAKER** or **HEADSET**. Instead, the Deskset prompts you to free up a Call Appearance.

Parking or ending calls make Call Appearances available.

When there are no available Call Appearances, incoming calls are forwarded according to the Call Forward–No Answer setting customized by the system administrator. The default setting for Call Forward–No Answer is Voicemail.

Deskset Call Appearance Timer

The Call Appearance Timer displays the duration of the current state of the call, such as how long the call has been held.

Deskset Call Appearance LEDs

The Call Appearance LED flash patterns indicate call status as described in Table 4.

Table 4. Deskset Call Appearance LED Activity

LED Activity	Description
Steady On	Active Call
Steady Off	No Call
Fast Flash	Ringing Call
Slow Flash	Held Call

Deskset Hard Keys

The hard keys include the standard telephone numeric keys and a set of function keys defined in Figure 10.

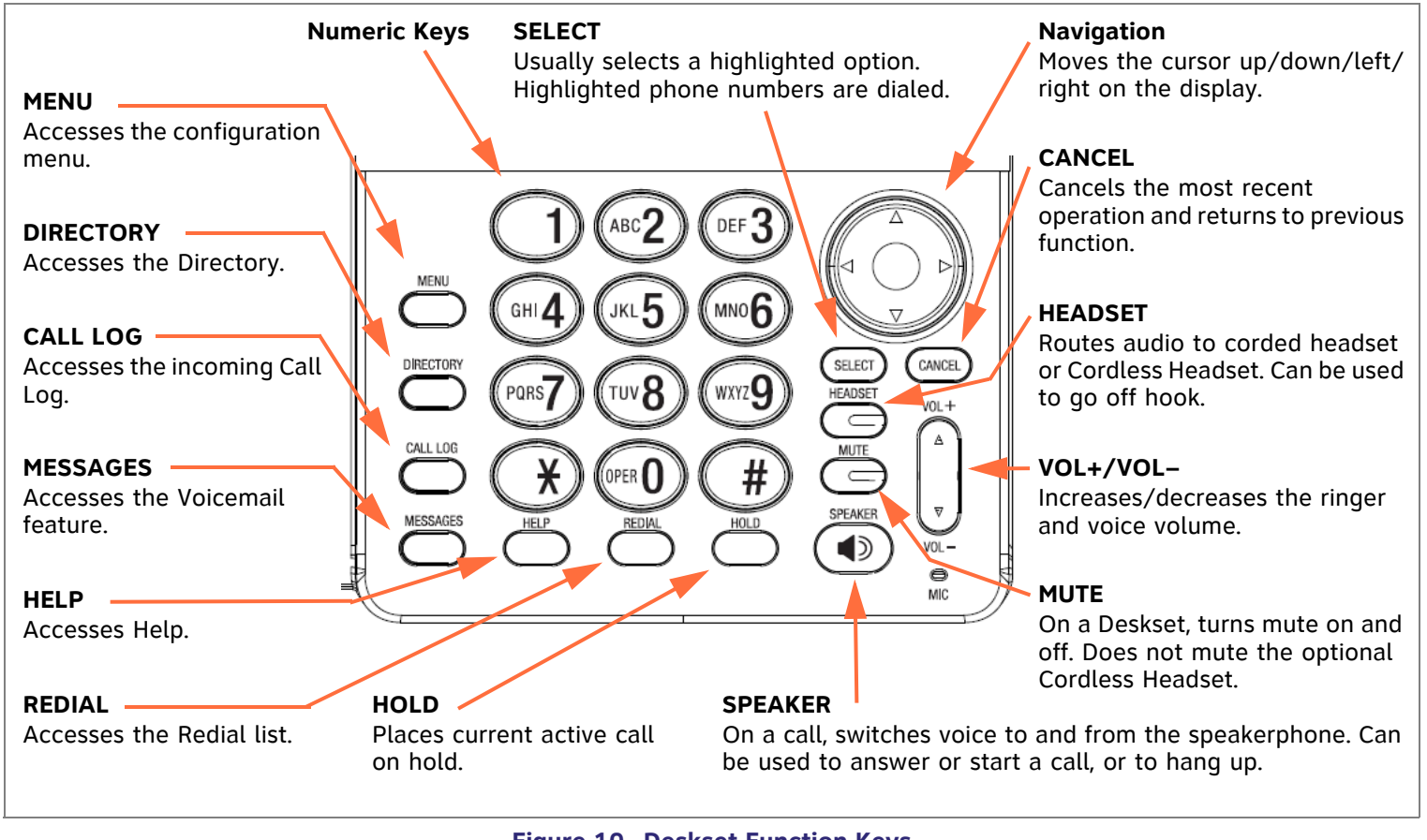


Figure 10. Deskset Function Keys

Deskset Dial-Pad Entry

Use the dialing keys to enter alphabetical characters into a text field. Digits 2, 3, 4, 5, 6, and 8 have three assigned letters, while digits 7 and 9 have four assigned letters, as shown in Figure 11. The keys function as follows:

1. Pressing the dialing key once enters the upper case first letter on the key.
2. Pressing the dialing key twice enters the upper case second letter on the key.
3. Pressing the dialing key three times enters the upper case third letter on the key.
4. Pressing the dialing key four times enters the number, or the upper case fourth letter for keys **7** and **9** that require an additional press to cycle into lower case letters.
5. Pressing the dialing key five times enters the lower case first letter on the key.
6. Pressing the dialing key six times enters the lower case second letter on the key.
7. Pressing the dialing key seven times enters the lower case third letter on the key.
8. Pressing the key further cycles through the letters again.

Figure 11. Dial Pad

The **#** and ***** keys have been assigned special characters, as shown in Figure 12. Repeatedly pressing these keys cycles through each special character in the order shown.

	Deskset Special Characters					
Key Press	1st	2nd	3rd	4th	5th	6th
#	#	'	,	–	.	&
*	*	?	!	/	(	)

Figure 12. Deskset Special Character Assignment

Deskset Confirmation Screens

Confirmation screens require that you confirm a choice by pressing Yes or No, as shown in Figure 13.

Figure 13. Confirmation Screen

Deskset Notification Screens

Notification screens appear briefly to alert you that an action has been completed, provide a status update, or give a warning, as shown in Figure 14.

> **NOTE** The notification message box overlays the previous screen to help provide context for the message. While the notification is displayed on the screen, ignore any soft keys and Help message on the screen below the notification message box.

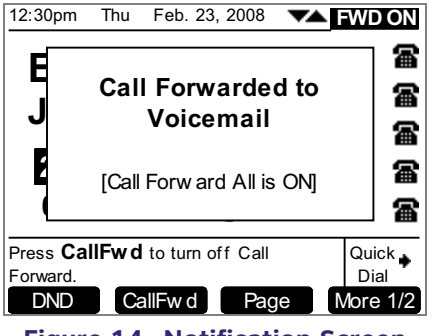


Figure 14. Notification Screen

Using the Deskset Speakerphone

When the speakerphone is active, the **SPEAKER** hard key is backlit.

To use the speakerphone:

- To initiate a call, press **SPEAKER**. The key becomes backlit and you hear dial tone. Begin dialing.
- To end a call, press **SPEAKER**. The key backlight goes out.
- During an active call, if you are using the corded handset or any corded or Cordless Headset, pressing **SPEAKER** switches audio to the speakerphone. If the corded handset is not "hung up," pressing **SPEAKER** changes between the corded handset and the speakerphone.

Using Deskset Help Screens

In addition to the brief Help messages at the bottom of each screen, you can view more Help on the Deskset screen. These are very brief descriptions of how to use some of the features.

To use the Deskset Help:

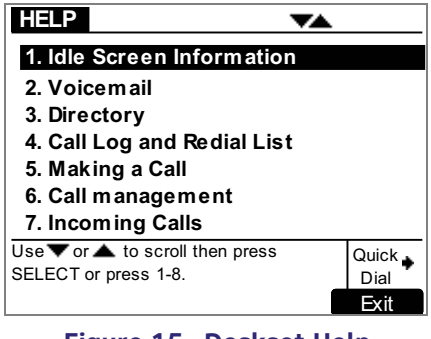


Figure 15. Deskset Help

1. Press **HELP** to see a menu of features.
2. Press the △ or ▽ Navigation key to highlight the desired feature.
3. Press **SELECT**.
4. Press Exit to exit the Help.

Auto Attendant Information

The Synapse telephone system features an Auto Attendant that allows a caller to be automatically transferred to a Synapse extension without the intervention of a receptionist. The system features an interactive voice menu to guide callers to the desired extension.

You may want to give your extension number to frequent callers so they can easily get through to your extension when the Auto Attendant answers their calls.

When the Auto Attendant is disabled, all outside calls go to the system operator.

Caller Options

Until callers get through to a live person, they can press **0** at any time to redirect their call to the system operator.

When a caller is redirected to Voicemail, the caller has the option to press **5** to skip the greeting.

[Handset] SB67040 Cordless Handset (Optional)

This optional Cordless Handset, shown in Figure 16, supports most functions of the Deskset, including hands-free speakerphone, once it is registered to your Deskset. Use your AT&T SB67030 Deskset to register your Cordless Handset. See *"To register the SB67040 Cordless Handset:" on page 87*.

Figure 16. SB67040 Cordless Handset

[Handset] Cordless Handset Description

Figure 17 and *Figure 18 on page 34* illustrate and describe the Handset keys and the corded headset jack.

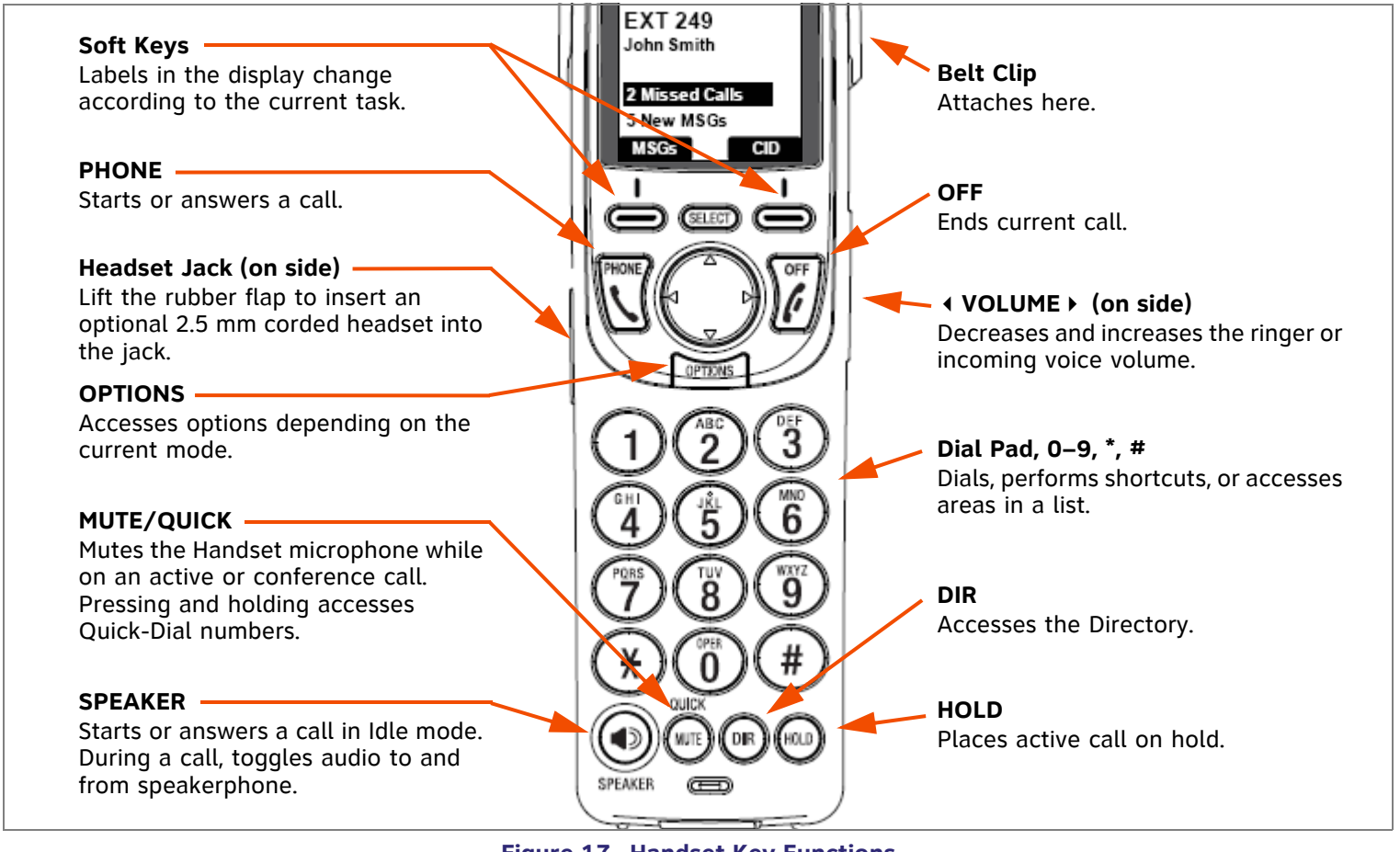


Figure 17. Handset Key Functions

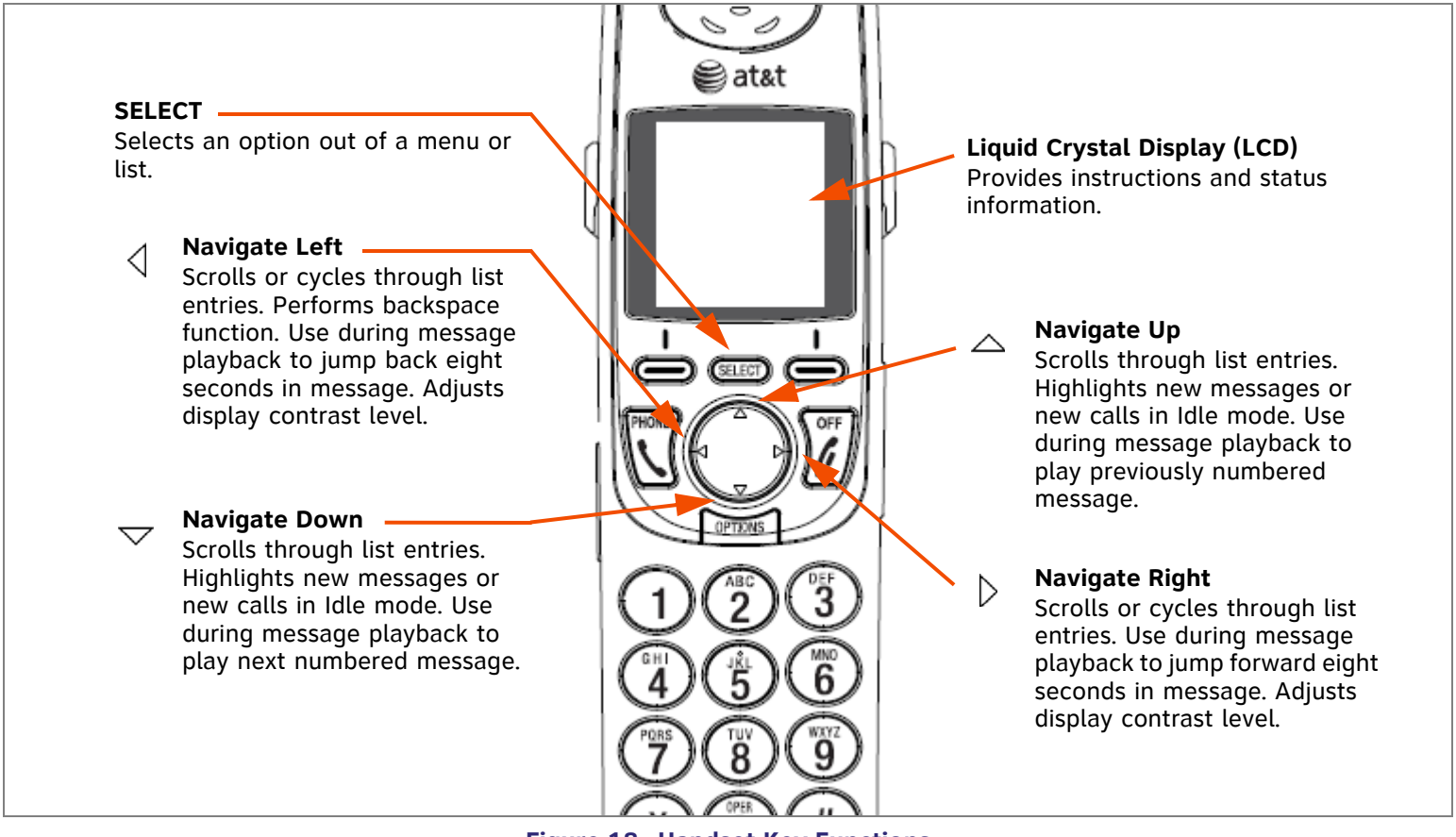


Figure 18. Handset Key Functions

[Handset] Cordless Handset Liquid Crystal Display (LCD)

The Idle screen shown in Figure 19 displays when the Handset screen is on with no active or held calls.

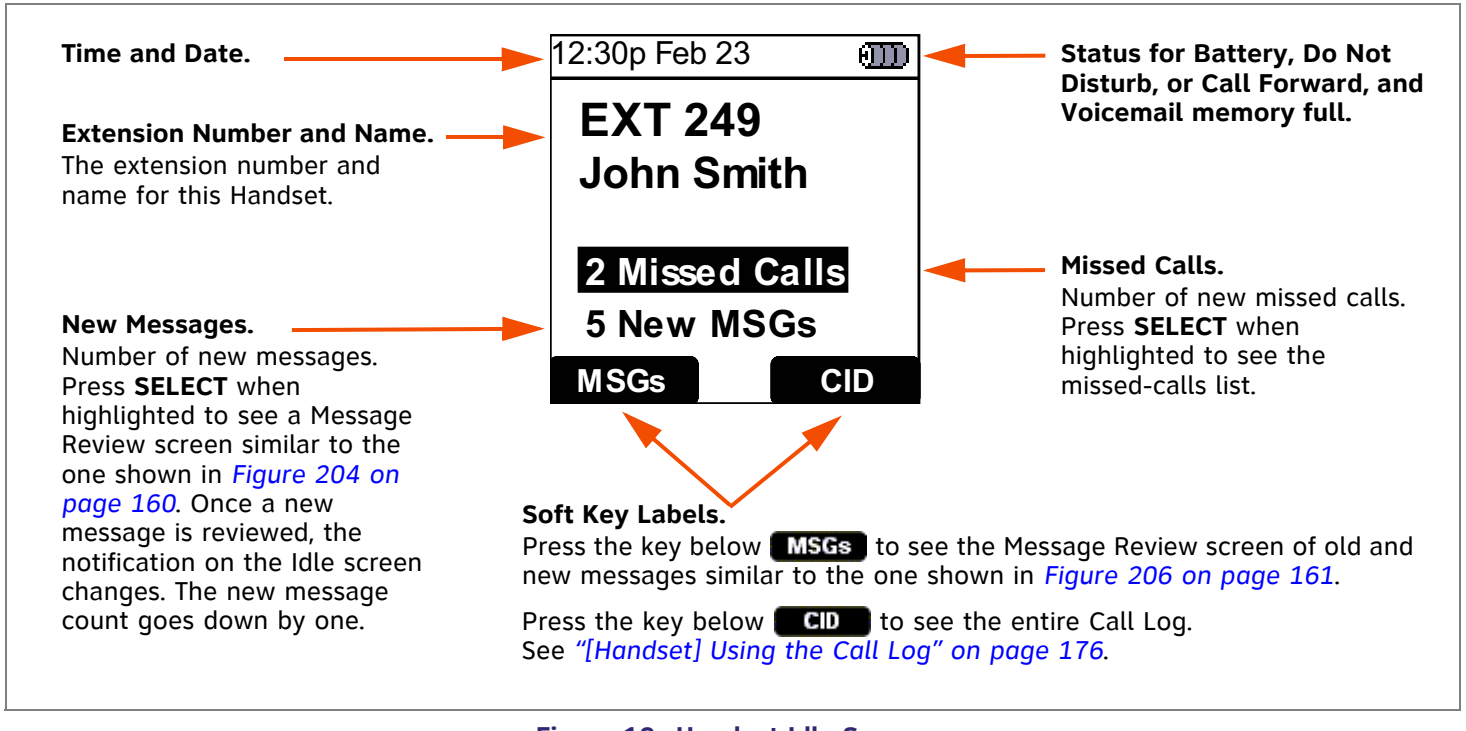


Figure 19. Handset Idle Screen

NOTE There is a brief delay to allow the Handset to update its status after any action taken while the Handset screen is blank. No key presses are recognized during this update process (while the screen is blank).

[Handset] Cordless Handset LCD Screen Types

The Handset provides several types of screens to assist you, as shown in Table 5.

Table 5. Cordless Handset Screen Types

<table>
<tr>
<td colspan="5">The highlighted entry in the Incoming Call screen displays name and number (if available). The other entries display name only.

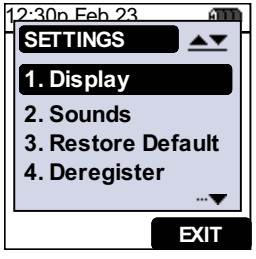
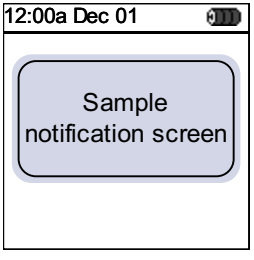
Incoming Call

Additional Incoming Calls
Incoming Call Screen</td>
</tr>
<tr>
<td>

List Screen</td>
<td>List screens display a name and phone number for each entry. A Call Log entry also displays the time called. Press the ▲ or ▼ Navigation key to cycle through entries. The left and right arrows on either side of the name in Call Log entries indicate that you can press the ◀ or ▶ Navigation key to cycle through the dialing options.</td>
<td></td>
<td>

Confirmation Screen</td>
<td>Confirmation screens require that you confirm a choice by pressing YES or NO.</td>
</tr>
</table>

Table 5. Cordless Handset Screen Types (Continued)

 **Interaction Screen**	Interaction screens display lists of choices you can make. To access items in the Handset menus, you can either use the Navigation key to highlight the function and press **SELECT** or press a numeric key on the dial pad. The procedures in this guide use the numeric keypad entry as the preferred method for selecting a function.		 **Notification Screen**	Notification screens alert you that an action has been completed, provide a status update, or give a warning.

[Handset] Cordless Handset Soft Keys

The Handset provides soft keys as illustrated in *Figure 19 on page 35*. The Handset soft keys provide a variety of functions determined by the current action. If you are forwarding a call, for example, the soft keys displayed are different from those displayed if you are making a call. See *"Appendix A: Soft Keys" on page 313* for an alphabetical list of the labels that appear above the soft keys.

[Handset] Cordless Handset Screen Icons

The Handset screen icons provide an indication of Handset activity. Table 6 lists and describes the screen icons you might see.

Table 6. Cordless Handset Screen Icons

Icon	Function	Description
	Navigate up or down list	Present whenever the △ or ▽ Navigation key can be used to move the highlight bar to the next or previous entry in a list.
	Incoming ring or ringer on	Appears during an incoming call, or during volume control.
	Silenced incoming ring or ringer silenced (muted)	Appears during an incoming call, or during volume control.
	Active call (off hook)	Present during an active call.
	Conference	Present during a conference call.
	Call on hold	Appears when a call is placed on hold.
	Conference on hold	Appears when a conference call is placed on hold.

Table 6. Cordless Handset Screen Icons (Continued)

Icon	Function	Description
	Speaker or page	Appears when user switches to speakerphone or when paging.
	Headset in use	Appears when a Headset is on a call.
	Voicemail message	Appears in the Call Log to indicate that a caller has left a Voicemail message.
	Message playback navigation	Present during message playback to indicate that there are additional messages before or after this one.
	Deskset in use	Appears when the Deskset is off hook.

[Handset] Using the Cordless Handset Speakerphone

When the speakerphone is active, the **SPEAKER** hard key is lit. In Idle or Dial mode, this hard key behaves like **PHONE**, except that audio is from the speakerphone.

To use the speakerphone:

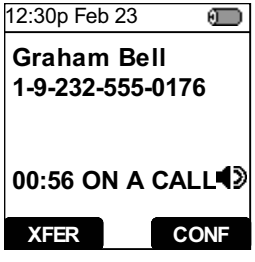


Figure 20. Speakerphone

- To initiate a call, press **SPEAKER**. The key becomes lit, you hear a dial tone, and the screen shown in Figure 20 displays. You can dial.
- To end a call, press **OFF**. Pressing **SPEAKER** does not hang up calls. The key backlight goes out and the Idle screen shown in *Figure 19 on page 35* displays.
- During an active call, pressing **SPEAKER** switches audio between the Handset and the speakerphone.

[Handset] Switching Between Deskset and Cordless Handset

When you are on a call at a Deskset and you need to move away from the Deskset, switch the call to the Cordless Handset.

Figure 21. Deskset In Use

[Handset] To switch a call from Deskset to Handset:

On the Handset, press **PHONE**. The Deskset-in-use notification screen shown in Figure 21 appears.

Press SWITCH on the Handset.

[Handset] To switch a call from Handset to Deskset:

On the Deskset, press the lit Call Appearance key, or press **SPEAKER**.

[Handset] SB67030 Deskset/SB67040 Cordless Handset Comparison

The following Deskset features are limited on the Handset:

Paging	You can send pages only to all extensions (not to paging zones) from the Cordless Handset, but you cannot receive them. See *"[Handset] Paging" on page 236*. [**ATA**] If your Synapse system includes an optional Overhead Paging (OHP) system, you cannot send pages though it.
View other held calls	You can cycle though held calls in the Call Deck. See *"[Handset] Call Deck" on page 218*. On the Deskset, held calls are listed on the screen.
View simultaneous incoming calls	You can cycle through simultaneous incoming calls. See *"[Handset] Multiple Incoming Calls" on page 204*. On the Deskset, multiple incoming calls are listed on the screen.
View Voicemail list	You can cycle through individual Voicemail records. See *"[Handset] Retrieving Personal Voicemail" on page 160*. On the Deskset, Voicemail record are listed on the screen.
Forward message to extension	You can forward messages to an extension, but with limited functionality. See *"To forward a message:" on page 164*. On the Deskset, you can add an introductory message and you can forward to multiple extensions.
Directory	You can access the Directory and choose to see all, personal, or system lists, but you cannot change the sort order or create new Personal Directory entries. See *"[Handset] Accessing the Directory" on page 119*.
Speakerphone Key	You can route audio to or from the speakerphone and pick up calls by pressing **SPEAKER**, but **SPEAKER** does not hang up calls. See *"[Handset] Using the Cordless Handset Speakerphone" on page 40*.

The following Deskset features are not available on the Handset:

- Record a Voicemail greeting
- Copy Call Log entries into your Personal Directory list
- Copy Redial numbers into your Personal Directory list
- Create, edit, or delete your Personal Directory list
- Program Quick-Dial entries
- Call screening
- Auto Answer
- Receive a page, page to a Page Zone, or a page to overhead paging
- Access to Group Mailboxes
- Turning DND and Call Forward All on or off.

[Handset] Cordless Handset Battery Charging

Place the Handset in the charger when not in use. When fully charged, the Handset battery provides approximately five hours of talk time or three days of standby time.

To charge the Handset battery:

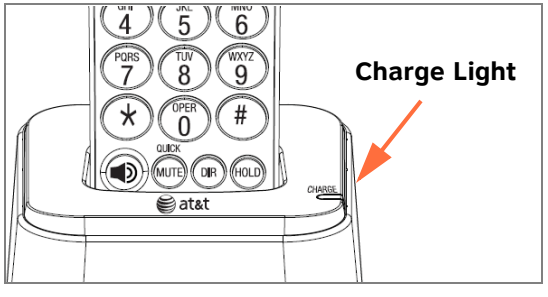


Figure 22. Handset in Charger

Place the Handset in the charger, as shown in Figure 22.

- The **CHARGE** light is on when the Handset is charging.
- If the Handset has not yet been registered, the Register screen shown in Figure 23 displays within 15 seconds. Follow the directions on the screen to register the Handset to a Deskset. See the AT&T SB67040 Cordless Handset Quick Start Guide for registration instructions.

Figure 23. Register Screen

[Handset] Cordless Handset Low Battery Notification

When the battery is low, the Handset emits an alert tone and displays the notification screen shown in Figure 24.

To handle low battery notification:

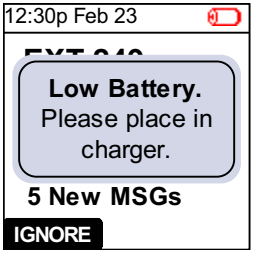


Figure 24. Low Battery

1. Press IGNORE to exit the notification screen.
2. Place the Handset into the charger.

NOTE If the Handset stops working when you are on a call because of low battery charge, that call is automatically held on the Deskset.

[Handset] Cordless Handset Power Saver

If you are not on an active call and press no keys for 30 seconds, the system goes into Power Save mode.

- In this mode, the backlight turns off.
- Press any key to end Power Save mode.

[Handset] Cordless Handset Link Loss Notification

If the Handset leaves the operating range of the Deskset, or if there is radio frequency (RF) interference, a **Lost connection with Deskset** notification screen displays, as shown in Figure 25, and the Handset searches for the Deskset. If the Deskset is not found within five seconds, the **Searching for Deskset...** notification screen displays. If you see either of these screens, move closer to the Deskset.

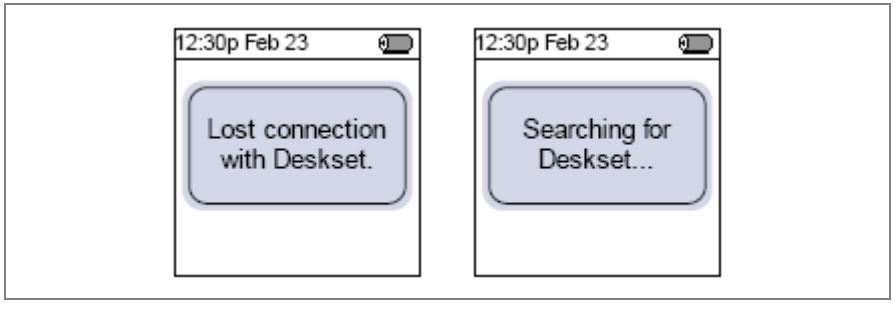


Figure 25. Link Loss Notification Screens

If you are on a call when you lose the connection, the call is placed on hold. (The Deskset Call Appearance icon for that call changes from to .) When you reestablish the connection, you can take the call off hold and continue the conversation.

[Handset] Searching a List Using the Cordless Handset Dial Pad

To search for a list entry:

Figure 26. Directory

1. Press **DIR** to display the Directory shown in Figure 26.

   OR

   Press **OPTIONS**, then **4** to display the Extension list.

2. Pressing a Dial-Pad key causes a letter to display in the center of the Handset screen. See *"[Handset] Dial-Pad Entry" on page 48* for more information on Dial-Pad keys. The Handset finds a name that begins with that letter. If there is no name starting with that letter, the Handset finds the next name in the alphabet. For example:

   - If you enter **K** Press **5** twice and an exact match is found, the highlight bar moves to that entry.
   - If you enter **L** Press **5** three times and the Handset cannot find an exact match, the highlight bar moves to the entry with the next closest alphabetical match.

[Handset] Dial-Pad Entry

Use the dialing keys to enter alphabetical characters to search the Directory and Extension lists. See *"[Handset] Accessing and Managing Items in Lists with the Cordless Handset" on page 117*. Digits 2, 3, 4, 5, 6, and 8 have three assigned letters, while digits 7 and 9 have four assigned letters, as shown in Figure 27. The keys function as follows:

1. Pressing the dialing key once displays names starting with the first letter on the key.
2. Pressing the dialing key twice displays names starting with the second letter on the key.
3. Pressing the dialing key three displays names starting with enters the third letter on the key.
4. Pressing the dialing key four times displays names starting with the number, or the fourth letter for keys **7** and **9** that require an additional press to cycle into lower case letters.
5. Pressing the key further cycles through the letters again.

The **#** and ***** keys have been assigned special characters, as shown in Figure 27. Repeatedly pressing these keys cycles through each special character in the order shown.

	[Handset] Cordless Handset Special Characters					
Key Press	1st	2nd	3rd	4th	5th	6th
#	**#**	**&**	**'**	**-**	**.**	**@**
*****	**!**	**(**	**)**	*****	**+**	**?**

Figure 27. Handset Special Character Assignment

NOTE The Handset Dial-Pad keys are a little different from the Deskset Dial-Pad keys. All characters are uppercase, and the special characters are different.

[Headset] TL7600 Cordless Headset (Optional)

This optional Cordless Headset, shown in Figure 28, provides a 500-foot range and easy one-button answering once it is registered to your Deskset. Use your AT&T SB67030 Deskset to register your Cordless Headset. See *"To register the TL7600 Cordless Headset:" on page 89*.

Figure 28. Optional TL7600 Cordless Headset

[Headset] Cordless Headset Description

NOTE

The registration process described in the manual that comes with the Cordless Headset is not appropriate for the SB67030 Deskset, which has a different process. The correct process is described in *"To register the TL7600 Cordless Headset:" on page 89*.

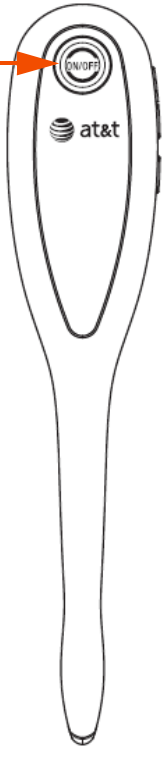
ON/OFF

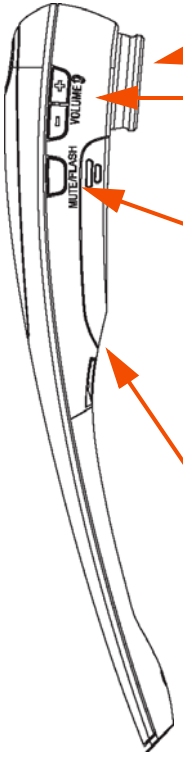
Press to make and/or answer a call, and to end a call.

The light is on when the Headset is charging in the Headset charger.

The light flashes slowly when you are on a call and flashes quickly when there is an incoming call.

NOTE: To answer a call while you are already on a call, press **ON/OFF**. The first call is dropped. Press **ON/OFF** to answer the next call.





Earpiece

VOLUME +/–

Press the volume key on the side of the Headset to adjust the listening volume when on a call.

MUTE/FLASH

Press to mute the microphone during a call. The Headset beeps every 10 or 15 seconds while you are on hold.

Press to mute the ringtone in the earpiece when there is an incoming call.

FLASH is inoperative with the SB67030 Deskset.

Battery Cover

Open to install or replace the battery.

Figure 29. TL7600 Cordless Headset Features

[Headset] Cordless Headset Operation

Table 7. TL7600 Cordless Headset Operation

Function	Description	Operation
Ringtone silencing		Press **MUTE/FLASH** to temporarily silence the ringtone in the Headset earpiece. This silences the ringtone without disconnecting the call. The next incoming call rings normally at the preset volume. NOTE The Headset does not have an external ringer. When you receive calls, the Headset earpiece plays a ringtone.
Volume control		While on a call, press the **VOLUME +/–** keys on the side of the Headset to adjust the listening volume.
Mute		Press **MUTE/FLASH** to turn the Headset microphone on or off. When mute is on, there is a short beep every 10 or 15 seconds until mute is turned off. The SB67030 Deskset does not support the flash feature. NOTE The **MUTE** button on the Deskset does not mute the Cordless Headset.
Answering a call		Press **ON/OFF** on the Headset.
Ending a call		Press **ON/OFF** on the Headset.
Auto off		A call ends automatically when you put the Headset in the charger.

Table 7. TL7600 Cordless Headset Operation (Continued)

Function	Description	Operation
Alert tones	Three short beeps.	■ **VOLUME +/–** keys are pressed when the volume is already at its highest or lowest setting. ■ The Headset is not registered and the Headset **ON/OFF** button was pressed. ■ The Headset has gone out of range from the Deskset during a call.
Low battery warning	1 short beep every 20 seconds.	Battery getting low.
Key beep	1 short beep.	When the Headset **ON/OFF** key is pressed to start or end a call.
ON/OFF light status	On.	Headset is registered to the Deskset and is charging in the Headset charger.
	Flashes quickly.	There is an incoming call.
	Flashes three times followed by a pause, then repeats this cycle three more times and then shuts down.	The battery level is very low.
	Flashes twice in orange and blue every five seconds.	The Headset is not registered.
	Flashes every 20 seconds.	The battery is low and needs to be charged in the Headset charger.
	Flashes every three seconds.	The Headset is in use.

[ATA] Analog Terminal Adapter (ATA - Optional)

The optional ATA, shown in Figure 30, allows the integration of the following non-Synapse devices. The ATA must be set up and configured by your system administrator.

- Analog telephones, including conference phones

  Users can make and receive calls on these analog telephones, but some features, such as call forward and call transfer are not supported.

- A fax machine to share your general telephone lines instead of using a dedicated fax line

- Overhead Paging (OHP) equipment

  Connect single or multi-zone OHP systems.

- A source for Music On Hold (MoH)

  Connect an audio source for MoH.

Figure 30. Analog Terminal Adapter (ATA)

The ATA also provides Group Mailboxes to allow different people to access the same Mailbox.

For configuration instructions, see the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.

CHAPTER 2

WEB INTERFACE

Use an Internet browser to access the Web User Interface (WebUI) that resides on all the Synapse Gateways and Desksets. Use the WebUI to configure certain system features.

To save WebUI changes, click **Apply**.

NOTE

If you type an invalid value into one of the fields on the web page, clicking **Apply** does not save the page. An error message displays at the top of the page. The field with the incorrect value is highlighted.

- *"Accessing the Web User Interface (WebUI)" on page 55*
- *"Basic Settings" on page 57*
- *"Extension Directory" on page 59*
- *"Quick-Dial Keys" on page 63*
- *"Help" on page 64.*

Accessing the Web User Interface (WebUI)

To access the WebUI:

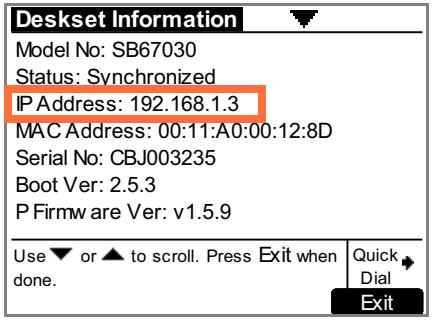


Figure 31. Deskset Information

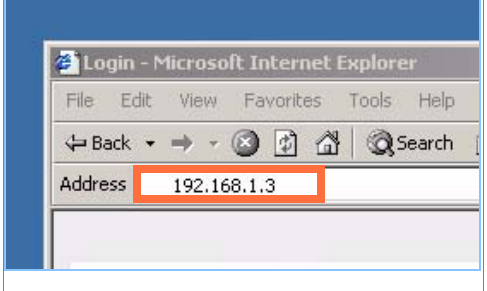


Figure 32. Browser IP Address

1. Press **MENU**.
2. Press **4** to display the Deskset Information.
3. Find your IP Address, as highlighted in Figure 31.
4. Open an Internet browser on your computer. AT&T recommends Internet Explorer (6 or higher). The PC must be on the same network as the Deskset.
5. Type the Deskset IP address in the address bar, as shown in Figure 32, and press **ENTER** on your PC keyboard.
6. A Login screen displays, as shown in Figure 33.

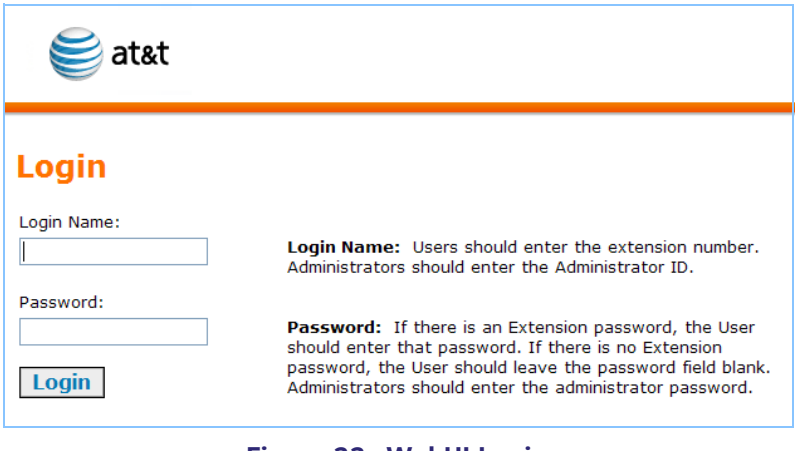


Figure 33. WebUI Login

To access the WebUI: (Continued)	
	7. Type your extension number. Unless you have created a password, leave the password blank and click Login. ■ You can create or change your user password once you are logged in. ■ The system displays the Basic Settings screen shown in *Figure 34 on page 57*. CAUTION *Changing a setting does not instantly apply the new value. Clicking Apply saves and applies all changes on that page.*

Basic Settings

To modify the Basic Settings:

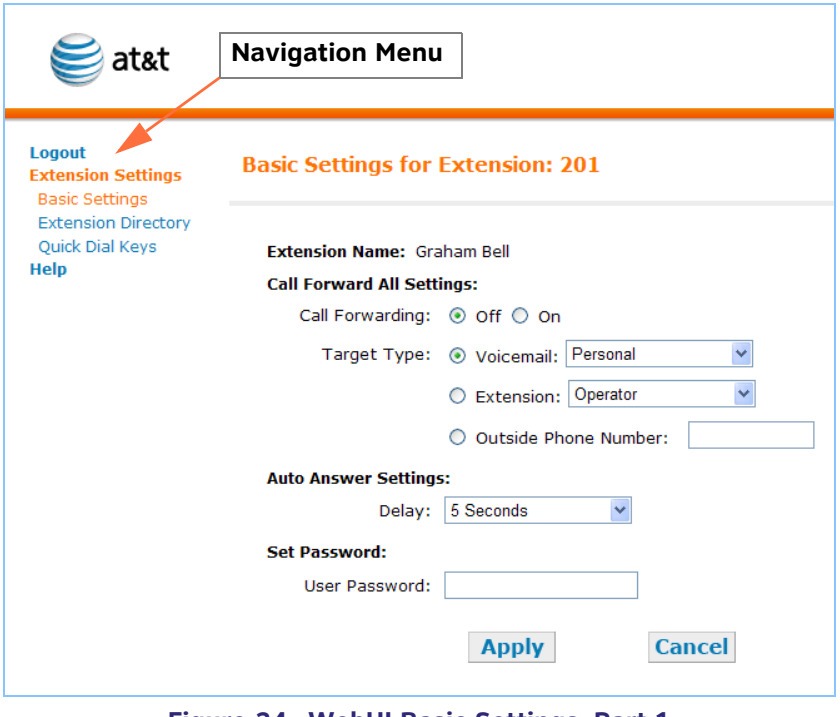


Figure 34. WebUI Basic Settings, Part 1

1. Click **Extension Settings** or **Basic Settings** in the Navigation Menu at the left side of the screen to display the screen shown in Figure 34, with your **Extension Name** shown.

   Your extension name, which the system administrator enters, is displayed on intercom calls and is also used by callers to spell names when the Auto Attendant Directory feature is enabled by the system administrator.

   - Enabling **Call Forwarding** in this window prevents your extension from ringing. All calls are immediately forwarded to the destination you select, preventing you from answering them. To enable call forwarding:

     a. Click the **Call Forwarding: On** button.

To modify the Basic Settings: (Continued)

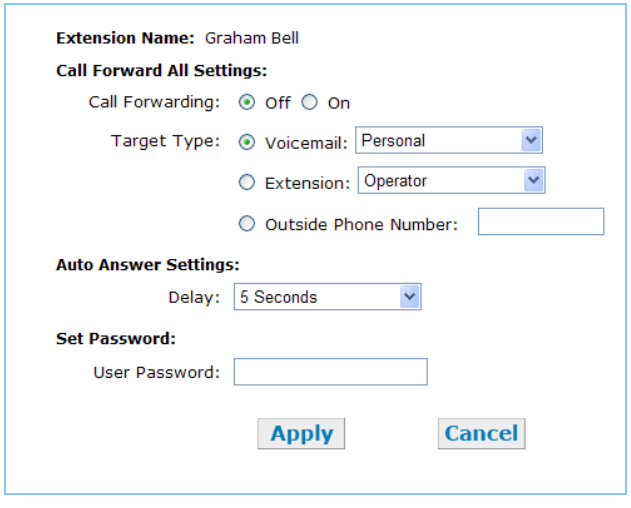


Figure 35. WebUI Basic Settings, Part 2

b. Select the **Target Type**:

- **Voicemail**: If you choose **Voicemail**, and if your system has Group Mailboxes, you should then choose Personal or one of the Group Mailboxes.
- **Extension**: Enter the extension number.
- **Outside Phone Number**: Enter the outside telephone number.

c. To disable call forwarding, click the **Call Forwarding: Off** button.

- You can set Auto Answer to arrange for your Deskset to automatically answer calls (by turning on the speakerphone or the Cordless Headset) after a specified time. Set the delay here, and turn the feature on or off from the Deskset menus. See *"Auto Answering" on page 200*.
- Create a password or change it in the **User Password:** field. This password is also used for accessing Voicemail and settings on the Deskset and on the WebUI.

2. Click Apply to accept your changes.

Extension Directory

To add an entry to the Extension Directory:

Figure 36. Extension Directory

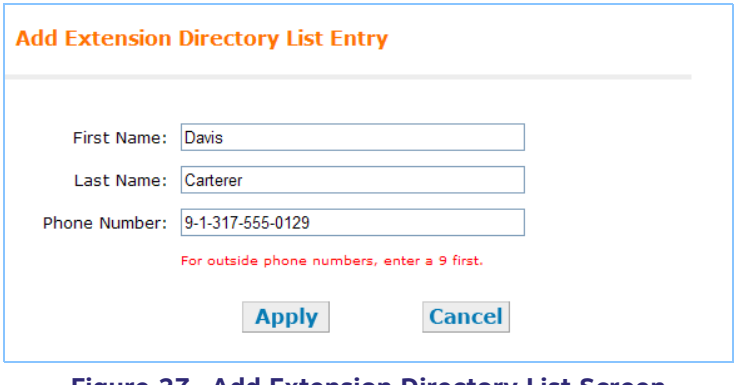


Figure 37. Add Extension Directory List Screen

1. Your administrator can create a System Directory of names and phone numbers (referred to as System list on the Deskset) to allow easy dialing. You can create a personal Extension Directory (referred to as Personal list on the Deskset) that is only available from your extension. Click **Extension Directory** in the Navigation Menu at the left side of the screen to display the screen shown in Figure 36.
2. Click Add New Entry. The screen shown in Figure 37 displays.
3. Complete the form with the desired information.

To add an entry to the Extension Directory: (Continued)

Figure 38. Extension Directory

4. Click Apply to save. The Extension Directory screen appears with the entries added, as shown in Figure 38.

To edit Extension Directory entries:

Figure 39. Extension Directory

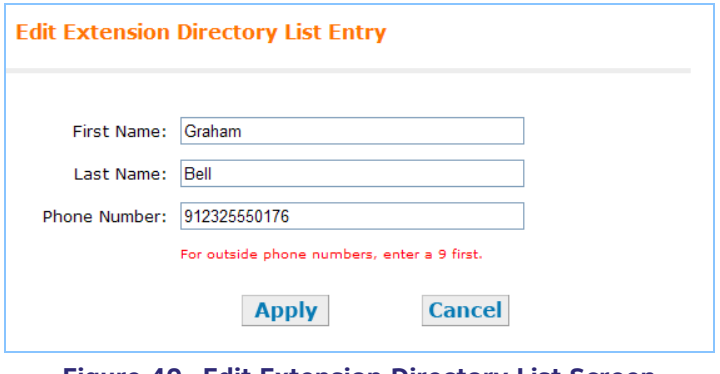


Figure 40. Edit Extension Directory List Screen

1. Click **Extension Directory** in the Navigation Menu at the left side of the screen to display the screen shown in Figure 39.
2. Click [Edit] next to the entry to be edited. The Edit Extension Directory List Entry screen displays, as shown in to Figure 40.
3. Complete the form with the desired information.
4. Click Apply to accept your changes or Cancel to reject the changes.

To sort and delete Extension Directory entries:

Figure 41. Extension Directory

Click **Extension Directory** in the Navigation Menu at the left side of the screen to display the screen shown in Figure 41.

- To sort entries by last name, click Sort By Last Name. The button then changes to Sort By First Name. This action only works during the current session. The sort order reverts to listing the names by first name when you log in the next time.

NOTE When you change the Directory sort order on the Deskset using the FirstNme and LastNme soft keys, the sort order remains until you change it again.

- To delete Directory entries:

  a. Click the check box to the left of each entry.

  b. Click Delete Selected Entries. All of the selected entries are removed.

Quick-Dial Keys

To add or edit Quick-Dial entries:

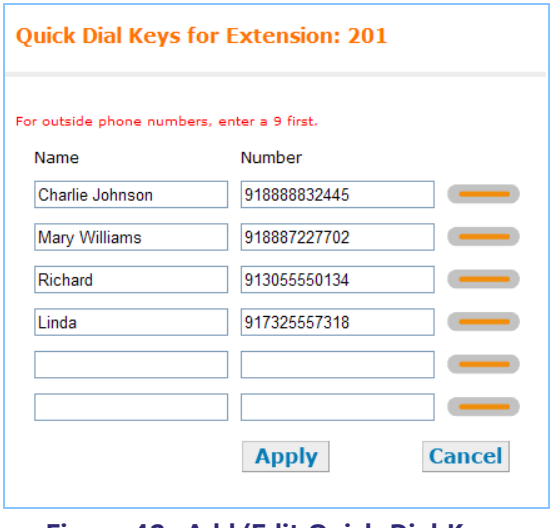


Figure 42. Add/Edit Quick-Dial Keys

1. Click **Quick Dial Keys** in the Navigation Menu at the left side of the screen to display the screen shown in Figure 42.
2. Enter up to six names and extensions or telephone numbers in the spaces provided.

   To edit or delete an entry, type over the entry.
3. To save the entries, click Apply.
4. To reject the changes, click Cancel.
5. Press the key to the right of the Quick Dial label on the Deskset, as shown in Figure 43, to verify that the entries have been added or edited.

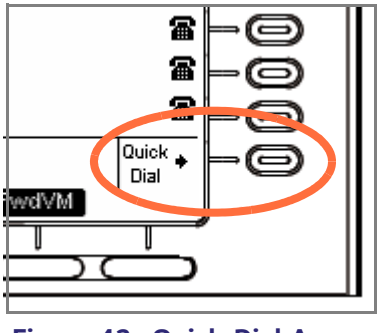


Figure 43. Quick-Dial Access

Help

To access WebUI Help:

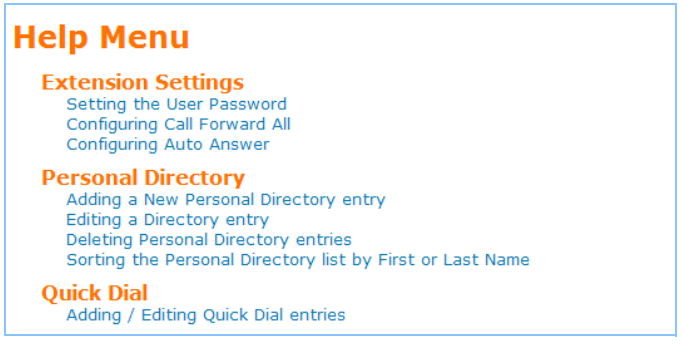


Figure 44. WebUI Help

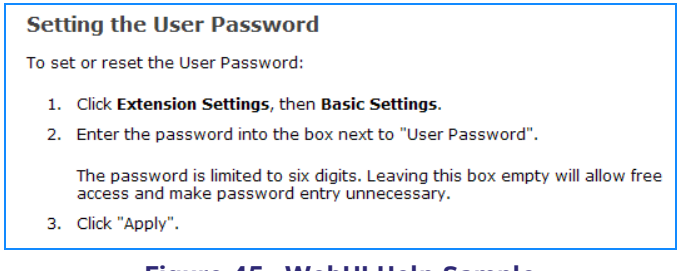
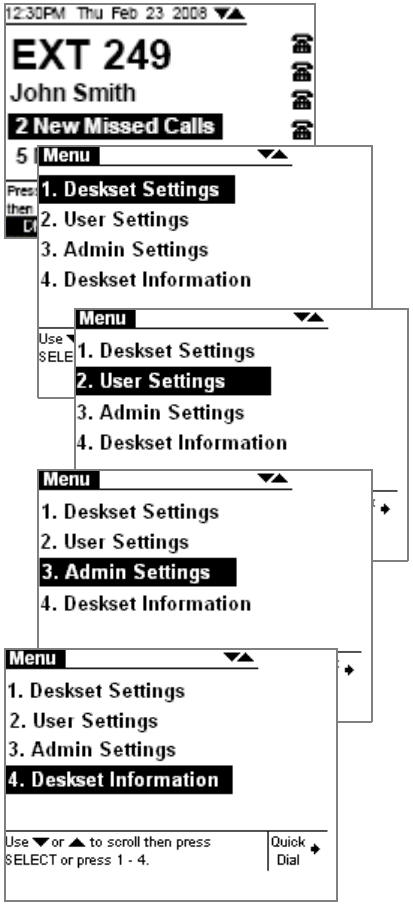


Figure 45. WebUI Help Sample

1. Click **Help** in the Navigation Menu at the left side of the screen to display the screen shown in Figure 44.
2. Select the desired topic. The subject screen for that topic displays, as illustrated in Figure 45.

CHAPTER 3

SETTINGS



You or your system administrator can customize your SB67030 Deskset and SB67040 optional Cordless Handset using the following menus and features:

- *"Deskset Menu" on page 66*
- *"Deskset Settings" on page 67*
- *"User Settings" on page 71*
- *"Admin Settings" on page 93*
- *"Deskset Information" on page 94*
- *"Using Do Not Disturb (DND)" on page 95*
- *"Operator Auto-Attendant Settings" on page 96*
- *"[Handset] Cordless Handset Settings" on page 97.*

Deskset Menu

You can use the Deskset to set up many Deskset features, based on a menu structure presented on the Deskset display. 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.

To access the Deskset setup menus:

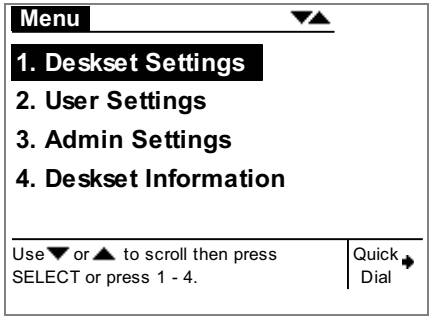


Figure 46. Menu Screen

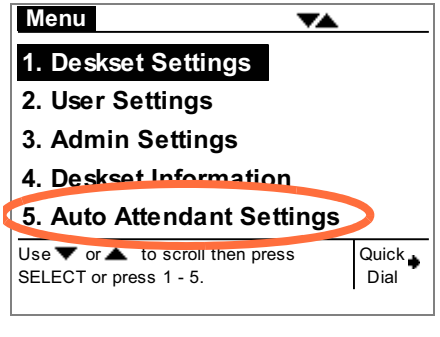


Figure 47. Operator Menu Screen

Press **MENU** to display the Menu screen shown in Figure 46. If your Deskset is the operator extension, the Menu screen shown in Figure 47 displays.

- Press **1** on the dial pad to display the Deskset Settings menu. See *"Deskset Settings" on page 67* for further instructions.
- Press **2** to display the User Settings menu. See *"User Settings" on page 71* for further instructions.
- Press **3** to display the Admin Settings menu. See *"Admin Settings" on page 93* for further instructions.
- Press **4** to display the Deskset Information menu. See *"Deskset Information" on page 94* for further instructions.
- If your extension is the operator extension, press **5** to change the Auto Attendant settings. See *"Operator Auto-Attendant Settings" on page 96* for further instructions.

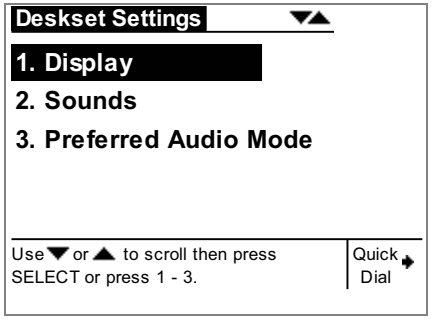
NOTE Access menu item functions by pressing a designated Dial-Pad key or using the Navigation key to highlight the entry and pressing **SELECT**.

Deskset Settings

Use the **Deskset Settings** menu to access the three functions and the related submenus listed in Table 8.

To display the Deskset Settings menu:
1. Press **MENU** to display the Menu screen shown in *Figure 46 on page 66*.
2. Press **1** on the dial pad to display the Deskset Settings menu shown in Figure 48.

Table 8. Deskset Settings Menu Structure

Example Screen	Function	Submenu
 **Figure 48. Deskset Settings Menu**	**1.** *"Display" on page 68*	**1. Contrast (1–9)** **2. Backlight (Lo/Hi/Off)**
	2. *"Sounds" on page 69*	**1. Ring Volume (0–9)** **2. Ringtones (1–9)** **3. Key beeps (On/Off)**
	3. *"Preferred Audio" on page 70*	**1. Speakerphone** **2. Headset**

Display

Use the Display menu to adjust your Deskset LCD contrast and backlight.

To access the Display menu:

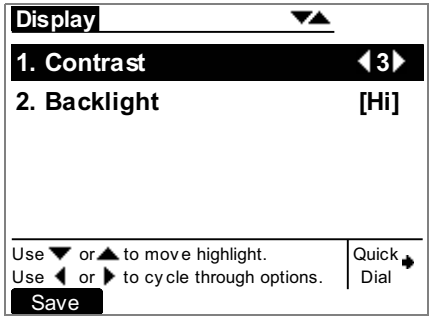


Figure 49. Display Menu

Press **MENU**, then **1**, and then **1** to access the Display menu shown in Figure 49.

- Press **1** to set the desired **Contrast** level.

  Press the ◁ or ▷ Navigation key to adjust the level from 1 to 9. The default is **5**.

- Press **2** to set the desired **Backlight** level.

  Press the ◁ or ▷ Navigation key to cycle through **Hi**, **Lo**, or **Off**. The default is **Hi**.

- Press Save to accept the adjustments and return to the Deskset Settings menu.

Sounds

Use the Sounds menu to set the ring volume, pick one of nine ringtones, or turn key beeps on and off.

To access the Sounds menu:

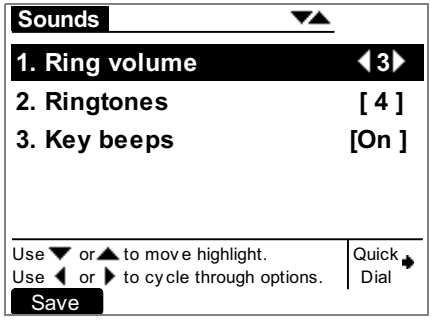


Figure 50. Sounds Menu

Press **MENU**, then **1**, and then **2** to access the Sounds menu shown in Figure 50.

- Press **1** on the dial pad to choose **Ring Volume**.
  - Press the ◁ or ▷ Navigation key to adjust the **Ring Volume** from 0 to 9. The default is **3**. A ringer sample plays.
  - To turn off the ringer, decrease the volume to zero.
- Press **2** on the dial pad to choose **Ringtones**.

  Press the ◁ or ▷ Navigation key to select one of nine ringers. The default is **1**. Ringtone samples play when selected.
- Press **3** on the dial pad to choose **Key beeps**.

  Press the ◁ or ▷ Navigation key to select **On** or **Off**. The default is **On**.
- Press Save to accept the adjustments and return to the Deskset Settings menu.

Preferred Audio

When you press a Call Appearance key or Answer, the call is answered in the Preferred Audio mode. You can set the audio preferences to **Headset** or **Speakerphone** by using the Preferred Audio menu. Lifting the corded handset takes first priority in all instances.

To access the Preferred Audio menu:

Figure 51. Preferred Audio Menu

1. Press **MENU**, then **1**, and then **3** to access the Preferred Audio menu shown in Figure 51.
2. Select the preferred audio:
   - Press **1** to select the **Speakerphone**.
   - Press **2** to select the **Headset**.
3. Press Set? to set your audio preference.
4. Press Save to accept the adjustments and return to the Deskset Settings menu.

User Settings

Use the **User Settings** menu to modify the settings shown in Figure 52 and listed in Table 9.

Table 9. Deskset Menu – User Settings

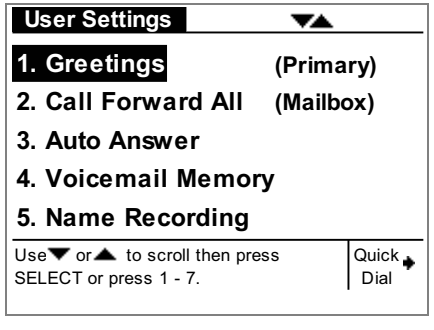
Example Screen	Function	Submenu
	**1.** *"Greetings" on page 73*	**1. Current Greeting (Pre-Set/Primary/ Alternate)** **2. Play/Rec Primary Greeting** **3. Play/Rec Alternate Greeting** **4. Play Pre-Set Greeting**
	2. *"Call Forward All and Call Forward–No Answer" on page 75*	**Call Fwd All Target (Mailbox/Phone #/ Ext)** **to Mailbox:** **to Phone #:** **to Ext:**
	3. *"Automatic Answering" on page 80*	**Auto Answer (Disabled, Enabled)** **Delay (0–45 sec)**
	4. *"Voicemail Memory" on page 81*	Shows remaining minutes left in Voicemail.
	5. *"Name Recording" on page 82*	**1. Play/Rec Personal Name** **2. Delete Personal Name**
	6. *"[Handset] Registering an Optional Cordless Handset" on page 87*	**1. Handset (Registered/Not Registered)** **2. Headset (Registered/Not Registered)**
	7. *"[Handset, Headset] Cordless Accessory Registration and Deregistration Issues" on page 92*	**1. Set/Change User Password** **2. Clear User Password**

Figure 52. User Settings Menu

To display the User Settings menu:

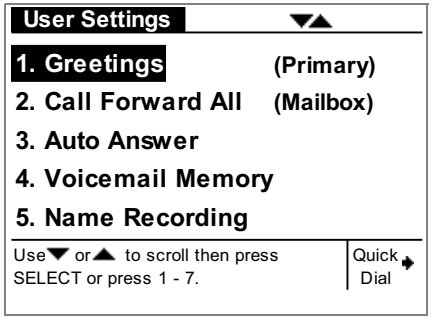


Figure 53. User Settings

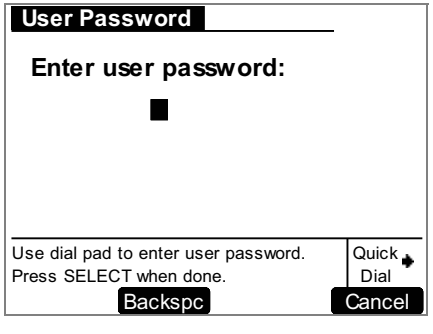


Figure 54. Enter User Password

Press **MENU** and then **2** to display the User Settings menu shown in Figure 53.

If you have set a user password, the User Password screen shown in Figure 54 displays.

- Enter your password and press **SELECT**.
- To correct errors, use the Backspc key.
- To cancel your changes on that screen, press Cancel at any time. The set will return to the previous screen.

Greetings

You can have three different greetings for your Voicemail. You can then choose the one that is currently appropriate. You can record a Primary greeting to use most of the time and an Alternate greeting for when you are out of the office. The Pre-Set greeting, "Please leave a message after the tone," is used when no other greeting is recorded.

To select the current greeting:

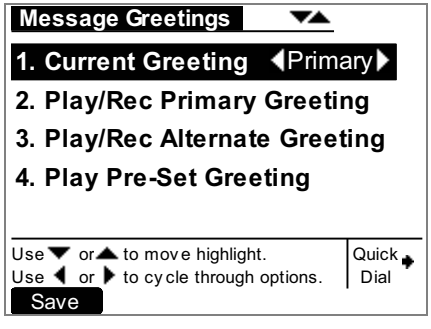


Figure 55. Message Greetings

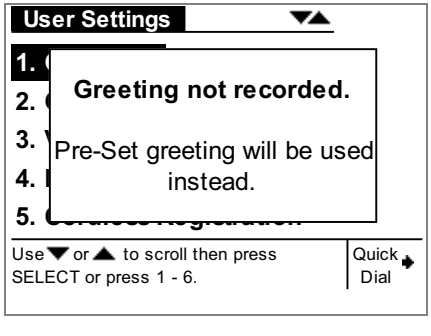


Figure 56. No Greeting

1. Press **MENU**, then **2**, and then **1** to display the Message Greetings menu shown in Figure 55.
   - Press the ◁ or ▷ Navigation key to select the **Pre-Set, Primary**, or **Alternate** greeting to be played to outside callers.
   - To record a new Primary or Alternate greeting, see *"Recording a Greeting" on page 74*.

NOTE You cannot delete or record over the Pre-Set greeting.

2. Press Save to save the greeting. The system checks to see if the selected greeting has been recorded.
   - If the greeting has been recorded, you return to the User Settings menu shown in *Figure 53 on page 72*.
   - If a greeting has not been recorded, the screen shown in Figure 56 appears and the Pre-Set greeting is used. Press **4** to play the Pre-Set greeting.

Recording a Greeting

You can record a greeting up to 60 seconds long. The procedure for recording a Primary or Alternate greeting is the same.

To record either a Primary or Alternate greeting:

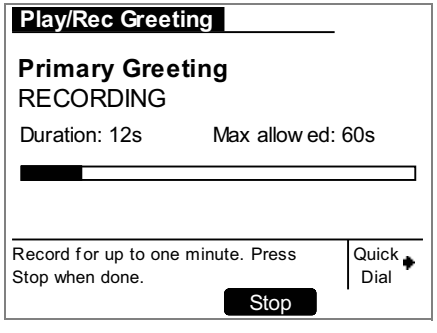


Figure 57. Play/Rec Greeting

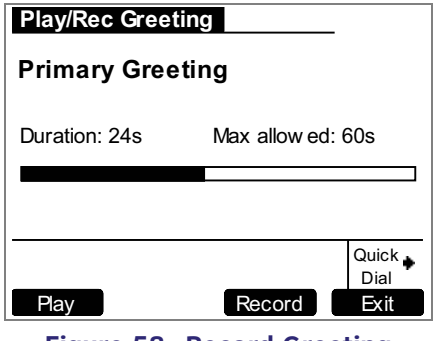


Figure 58. Record Greeting

1. Press **MENU**, then **2**, and then **1** to display the Message Greetings menu.
2. Press either **2** (**Primary**) or **3** (**Alternate**) to select the greeting.

   If you wish to record the greeting on the corded handset, lift the handset.

NOTE Once you start recording a greeting with the speakerphone, you cannot switch to recording it using the corded handset.

3. To record your greeting, press Record. The screen shown in Figure 57 displays.
4. Press Stop when you are finished. The screen shown in Figure 58 displays.
5. Press Play to review the message.
6. Press Exit to return to the Message Greetings menu.
7. Call Forward All settings override the Call Forward No Answer Settings discussed in the next section.

Call Forward All and Call Forward–No Answer

Call Forward All and Call Forward–No Answer redirect incoming calls. Once a call is forwarded, it cannot be answered by the original extension.

- **Call Forward All** is a user setting to redirect calls. Calls are immediately redirected to the assigned phone number, extension, or Voicemail. The Deskset does not ring but a message screen appears to confirm that the call was forwarded. The Deskset does not record the call in its Call Log. Your company phone number is the caller ID information sent to outside numbers with the forwarded call. The default destination is Voicemail.
- **Call Forward–No Answer** is an administrator setting to handle unanswered calls. This setting determines the delay of, and the destination for, unanswered calls for each extension. The default is to send all calls to Voicemail. After the calls are forwarded, the calls cannot be answered at the Deskset. **Call Forward–No Answer** can only be set by the system administrator.

The Call Forward All setting on a Deskset overrides the System Administrator's Call Forward–NA Setting for that Deskset.

Use the Call Forward All screen, as shown in *Figure 59 on page 76*, to set the Call Forward destination.

To turn Call Forward All on or off, press CallFwd when the telephone is idle. When activated, the FWD ON indicator appears in the upper right corner of the display. Call Forward All overrides the Call Forward–No Answer setting established in *"Admin Settings" on page 93*.

You can also set the Call Forward All feature in the WebUI. See *"Basic Settings" on page 57*.

To determine the Call Forward settings:

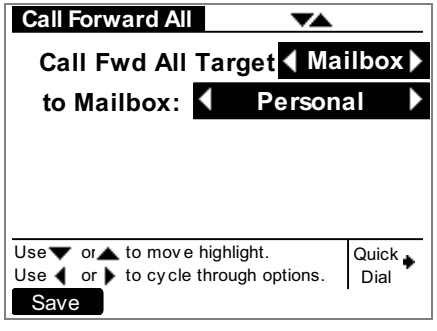


Figure 59. Call Forward All

1. Press **MENU**, then **2**, and then **2** to display the Call Forward All menu shown in Figure 59.
2. Press the ◁ or ▷ Navigation key to select one of the following destinations:
   - ◀Mailbox▶, as described in *"Call Fwd All – Mailbox" on page 77*
   - ◀Ext▶, as described in *"Call Fwd All – Extension" on page 78*
   - ◀Phone#▶, as described in *"Call Fwd All – Outside Phone Number" on page 79*.

Call Fwd All – Mailbox

Forwarding all calls to your Personal Mailbox is the default option.

To set Call Forward All target to a Mailbox:

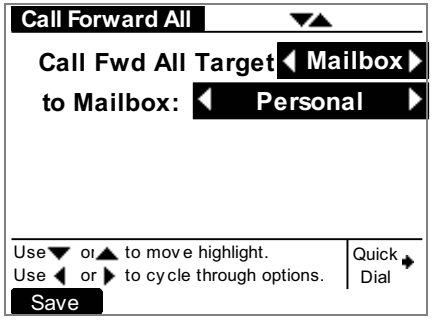


Figure 60. Call Forward All – Mailbox

1. Press **MENU**, then **2**, and then **2** to display the Call Forward All menu shown in Figure 60.
2. Press the ◁ or ▷ Navigation key to change the setting to Mailbox.

   The default **to Mailbox** setting is Personal, which allows you to forward calls to your personal Voicemail.
3. [ATA] If your Synapse telephone system features an optional ATA device and your system administrator has set up Group Mailboxes, you can choose a Group Mailbox instead of your Personal Mailbox. These Group Mailboxes provide general delivery of voicemail messages to a group within an organization. All users can forward calls to these Group Mailboxes, but the system administrator may limit who can access the messages.
   - Press the ▽ Navigation key to move to the **to Mailbox:** field.
   - Press the ◁ or ▷ Navigation key to select a Group Mailbox.
4. Press Save to confirm the change. The User Settings menu displays.

Call Fwd All – Extension

To set Call Forward All target to a desired extension:

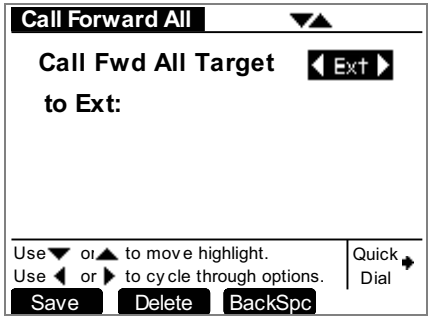


Figure 61. Call Forward All – Ext

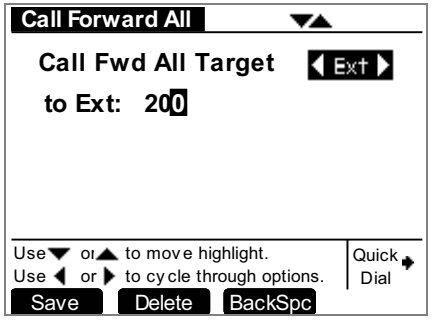


Figure 62. Enter Extension

1. Press **MENU**, then **2**, and then **2** to display the Call Forward All menu.
2. Press the ◁ or ▷ Navigation key to change the setting to ◀ Ext ▶, as shown in Figure 61.
3. Press the ▽ Navigation key to move to the **to Ext:** editable field. A cursor appears in the number field.
4. Enter a valid extension, as shown in Figure 62.
5. Press Save to confirm the change. The User Settings menu displays.

Call Fwd All – Outside Phone Number

To set Call Forward All target to an outside phone number:

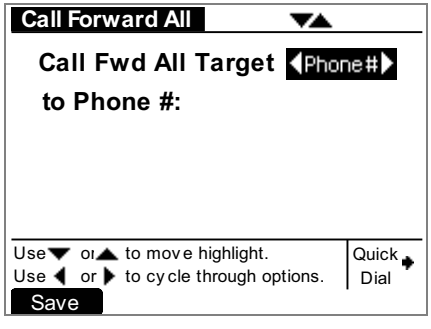


Figure 63. Call Forward All – Phone #

Figure 64. Call Forward Phone #

1. Press **MENU**, then **2**, and then **2** to display the Call Forward All menu.
2. Press the ◁ or ▷ Navigation key to change the setting to Phone#, as shown in Figure 63.
3. Press the ▽ Navigation key to move to the **to Phone #:** field. A cursor appears in the number field. A preceding 9 is not necessary since the call is already marked as an outside call.
4. Enter a valid outside phone number, as shown in Figure 64.
5. To confirm the change, press Save. The User Settings menu displays.

   Calls can be forwarded to a non-system telephone, via the PSTN (Public Switched Telephone Network) lines plugged into the Gateway, only if **Call Fwd/Transfer to line** is enabled in the Admin Settings. If not, an error screen appears.

Automatic Answering

You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you. For example, employees in warehouses or shops may use this feature for quick conversations without having to interrupt what they are doing.

NOTE If you have enabled Call Forward All, calls are sent to the target destination before they can be Auto Answered. If DND is on, calls are not Auto Answered. Since Call Forward–No Answer is usually active, if you want to use Auto Answer, be sure that the Auto Answer delay is shorter than the Call Forward–No Answer delay that your system administrator set. If your extension is part of a ring group, and if your Auto Answer delay setting is too short, your extension may end up answering most of the ring group calls.

To set Auto Answer:

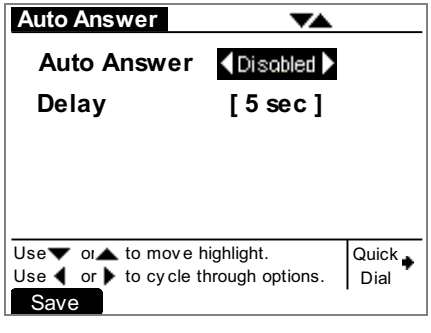


Figure 65. Auto Answer

1. Press **MENU**, then **2**, and then **3** to display the Auto Answer screen shown in Figure 65.
2. Press the ◁ or ▷ Navigation key to select either Disabled or Enabled.
3. Press the ▽ Navigation key, then the ◁ or ▷ keys to select the amount of delay before the Deskset automatically answers each call.

NOTE The Auto Answer **Delay** overrides the Call Forward–No Answer delay. See *"Call Forward All and Call Forward–No Answer" on page 75*.

4. Press Save to confirm the change. The User Settings menu displays.

Voicemail Memory

Your Voicemail messages are stored on your Deskset. You can check the amount of available memory.

To access the Voicemail Memory screen:

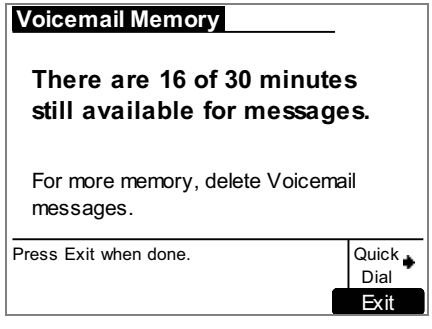


Figure 66. Voicemail Status

1. Press **MENU**, then **2**, and then **4** to display the Voicemail Memory status screen shown in Figure 66.

   The Voicemail Memory screen displays the remaining minutes left for recording a message in Voicemail. This screen is for informational purposes only.

2. Press Exit. The User Settings menu displays.

NOTE Even when this display says**...0 of 30 minutes still available...**, there may still be enough seconds to record a short message and the VM Full status message may not appear. See *"Deskset Status Indicators" on page 22*.

Name Recording

To record and play a personal name:

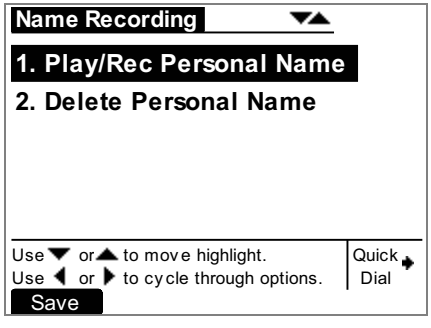


Figure 67. Name Recording

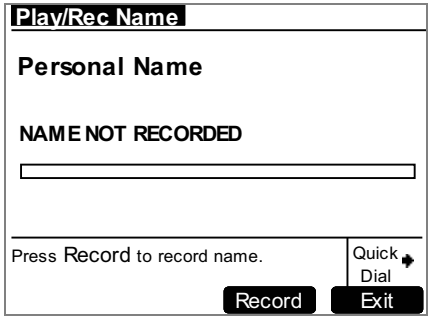


Figure 68. Play/Rec Name

If callers access the Company Directory when the Auto Attendant is on, they hear this recording upon entering your name.

1. Press **MENU**, then **2**, and then **5** to display the Name Recording menu shown in Figure 67.
2. Press **1** to display the Play/Rec Name screen shown in Figure 68.

To record and play a personal name: (Continued)

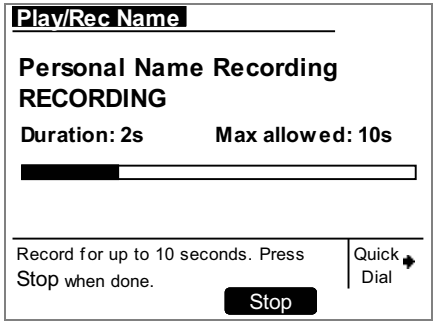


Figure 69. Name Recording in Process

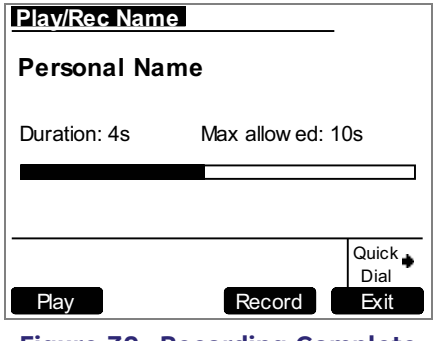


Figure 70. Recording Complete

3. Press **Record** to record a personal name. The screen shown in Figure 69 appears and the **Record** key changes to **Stop**.

NOTE You are limited to a 10-second recording; recording stops automatically if the limit is exceeded.

4. When you are finished recording, press **Stop**. The screen changes to display **Play** and **Record**, as shown in Figure 70.
5. Press **Play** to review the recorded name.
6. Press **Exit**. The User Settings menu displays.

To delete a personal name:

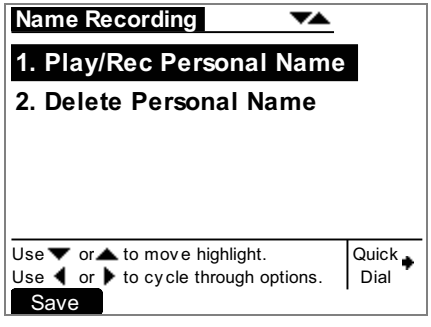


Figure 71. Name Recording

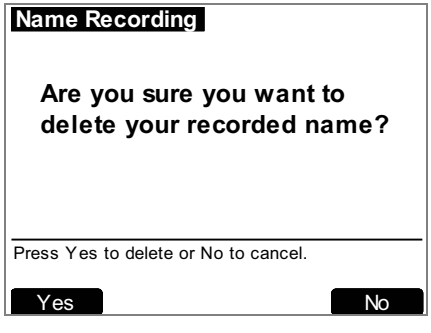


Figure 72. Name Delete Confirmation

1. Press **MENU**, then **2**, and then **5** to display the Name Recording menu shown in Figure 71.
2. Press **2** to delete the personal name. A Confirmation screen displays, as shown in Figure 72.
3. Press Yes to confirm.

Password

NOTE The **User Settings** menu contains seven entries. To view the **Password** entry, press the ▽ Navigation key. These settings can also be controlled at the WebUI.

To access the Password function:

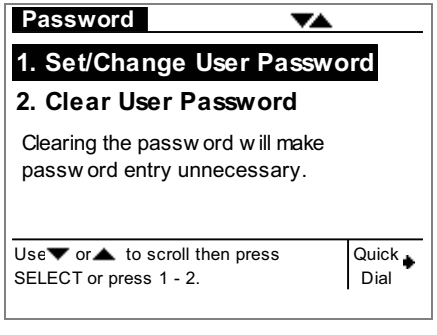


Figure 73. Password Menu

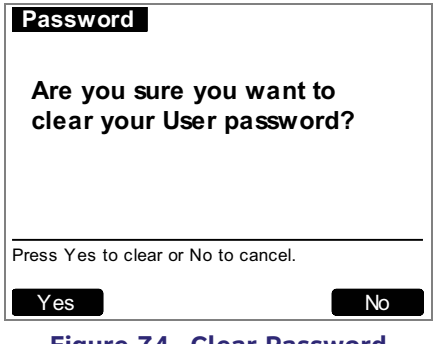


Figure 74. Clear Password

If you create a password, you will need to enter it before accessing User Settings, Voicemail, and the WebUI.

1. Press **MENU**, then **2**, and then **7** to display the Password screen shown in Figure 73.
   - To set or change the password, press **1** and follow the steps in *"To change your password:" on page 86*.
   - Press **2** to clear your password. The confirmation screen shown in Figure 74 displays.

     Press Yes to confirm that you want to clear your password. The Password screen displays. Once the password has been cleared, password entry is no longer necessary for User Settings, Voicemail and the WebUI.

Change User Password

To change your password:

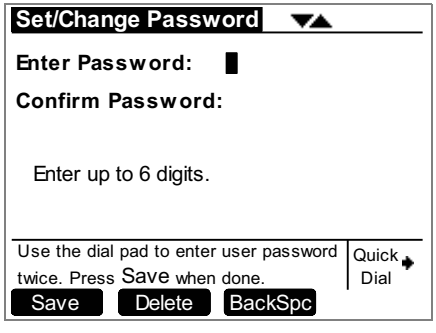


Figure 75. Set/Change Password

Figure 76. Password Saved

1. Press **MENU**, then **2**, then **7**, and then **1** to access the Set/Change Password screen shown in Figure 75.
2. Use the dial pad to enter a password.

NOTE Passwords can be up to six digits.

- To correct errors, press Backspc.
- To start over, press Delete.

3. Press the ▽ Navigation key and enter the new password again.
4. To accept the change, press Save. The Password Saved screen shown in Figure 76 appears, then the User Settings menu displays.

[Handset] Registering an Optional Cordless Handset

You can register only one AT&T SB67040 Cordless Handset and only one AT&T TL7600 Cordless Headset to a Deskset, and up to five Desksets can have cordless accessories. When a Deskset has cordless accessories, they are all part of the same extension, and only one device can be used at a time.

To register the SB67040 Cordless Handset:

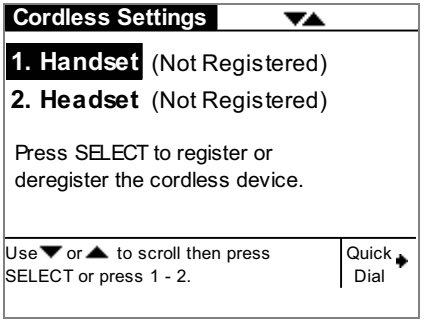


Figure 77. Cordless Settings

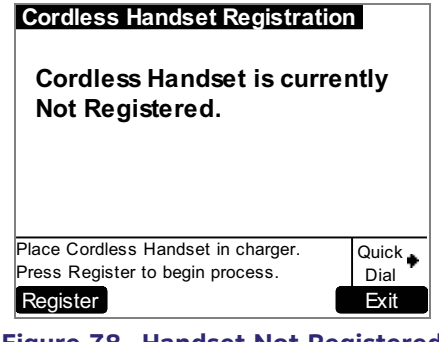


Figure 78. Handset Not Registered

1. Press **MENU**, then **2**, and then **6** to display the Cordless Settings menu shown in Figure 77.
2. Press **1** to display the Cordless Handset Registration screen shown in Figure 78.
3. Prepare the Cordless Handset to be registered. The Handset must be in the charger with the REGISTER screen displayed, as shown in Figure 79. Even if the Cordless Handset has been in its charger, remove and replace the Cordless Handset right before you press Register on the Deskset.

NOTE It does not matter which device starts the registration process.

Figure 79. Handset Not Registered

To register the SB67040 Cordless Handset: (Continued)

Figure 80. Cordless Handset Registration in Progress...

Figure 81. Cordless Handset Registered

4. Press Register on the Deskset. **Registration in Progress...** appears while the Deskset searches for the Handset. Once found, the Registration in progress... screen appears on the Cordless Handset, as shown in Figure 80.

   When registration is complete, **Cordless Handset is currently Registered** appears on the Deskset and the Handset Registered screen appears on the Cordless Handset, as shown in Figure 81.

5. Press Exit on the Deskset. The Cordless Settings menu displays.

NOTE

Registration can be terminated by pressing **CANCEL** on the Deskset.

If the Cordless Handset is registered to another Deskset, it must be deregistered first.

[Headset] Registering an Optional Cordless Headset

You can register only one AT&T SB67040 Cordless Handset and only one AT&T TL7600 Cordless Headset to a Deskset, and up to five Desksets can have cordless accessories. When a Deskset has cordless accessories, they are all part of the same extension, and only one device can be used at a time.

To register the TL7600 Cordless Headset:

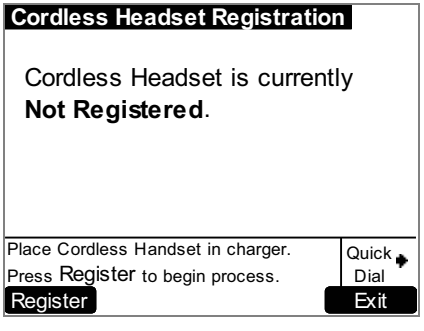


Figure 82. Cordless Headset Not Registered

1. Press **MENU**, then **2**, and then **6** to display the Cordless Settings menu shown in *Figure 77 on page 87*.

NOTE The Headset must be in the charger, otherwise registration cannot proceed. Even if the Cordless Headset has been in its charger, remove and replace the Cordless Headset right before you press Register on the Deskset.

2. Press **2** to display the Cordless Headset Registration screen shown in Figure 82.
3. Press Register. **Registration in Progress...** appears while the Deskset searches for the Handset.
4. When registration is complete, **Cordless Headset is currently Registered** displays and the Cordless Headset **ON/OFF** light turns solid blue.
5. Press Exit. The Cordless Settings menu displays.

NOTE Registration can be terminated by pressing **CANCEL** on the Deskset.

If the Cordless Handset is registered to another Deskset, it must be deregistered first. See *"[Handset, Headset] Deregistering a Cordless Accessory" on page 90*.

[Handset, Headset] Deregistering a Cordless Accessory

You must deregister cordless accessories before you can register them to different Desksets. If you remove a Deskset from the system, first deregister any cordless accessories.

To deregister a cordless accessory:

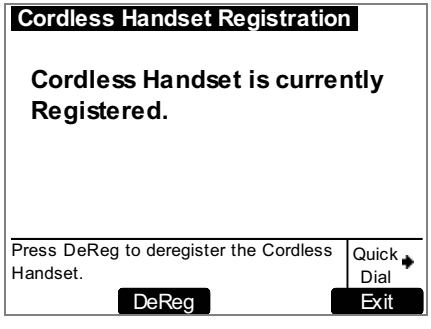


Figure 83. Handset Registered

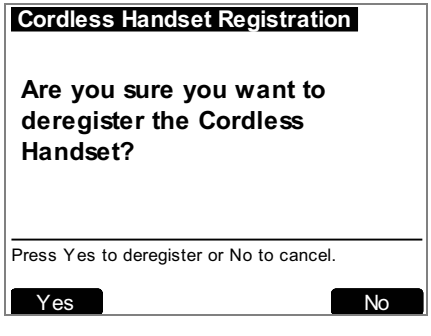


Figure 84. Registration Confirmation

1. Press **MENU**, then **2**, and then **6** to display the Cordless Settings menu shown in *Figure 77 on page 87*.

   The following procedure describes deregistering the Cordless Handset. The process is identical for the Cordless Headset, except in Step 2, you press **2**, rather than **1** to deregister the Cordless Headset.

2. Press **1** to display the Cordless Handset Registration menu shown in Figure 83.

3. Press DeReg. The confirmation message shown in Figure 84 displays.

4. Press Yes to confirm deregistration.

   The Deskset screen then displays **Cordless Handset is currently Not Registered**, as shown in Figure 85. The REGISTER screen appears on the Cordless Handset, as shown in *Figure 79 on page 87*. The Cordless Headset **ON/OFF** light slowly flashes.

5. Press Exit. The Cordless Settings menu displays.

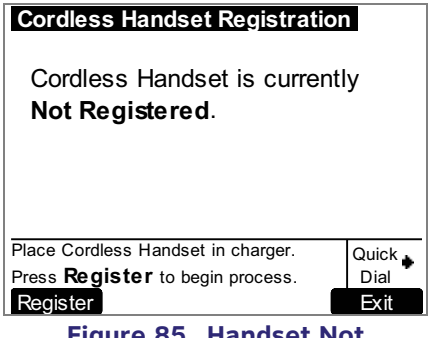


Figure 85. Handset Not Registered

[Handset] Cordless Handset Deregistration from the Cordless Handset

Cordless Handsets can also be deregistered from the Handset. This method can be used when the Deskset is unavailable for standard deregistration.

To deregister the Handset when the Deskset is not available:

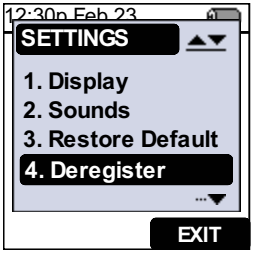


Figure 86. Deregister Setting

Figure 87. Deregister Confirmation

1. Press **OPTIONS** and then **5**. The Deregister Setting screen displays, as shown in Figure 86.
2. Press **4** for **Deregister**. The Deregister Confirmation screen displays, as shown in Figure 87.
3. Press **YES**.

NOTE If you deregister a Cordless Handset using the Handset, the previously registered Deskset does not recognize the deregistration. You must also deregister the Cordless Handset from that Deskset before another Cordless Handset can be registered to that Deskset.

[Handset, Headset] Cordless Accessory Registration and Deregistration Issues

NOTE If the Cordless device is registered to another Deskset or telephone, it must be deregistered first. See *"[Handset, Headset] Deregistering a Cordless Accessory" on page 90*.

[Handset, Headset] If a Password is Being Used

If you have set a user password (see *"Change User Password" on page 86*), the User Password screen shown in Figure 88 displays when you begin the registration process by pressing **MENU**, and then **2** to access the User Settings screen.

- Enter your password and press **SELECT**.
- To correct errors, use the Backspc key.
- To cancel your changes on that screen, press Cancel at any time. The set will return to the previous screen.

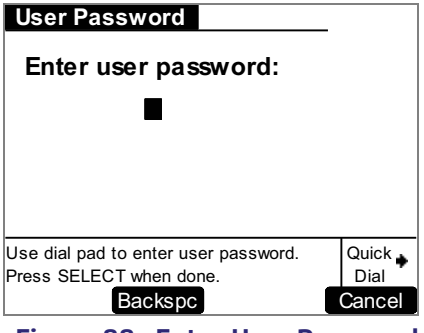


Figure 88. Enter User Password

[Handset, Headset] Time-out Period

For security reasons, the registration process on both Deskset and cordless accessory terminates after the time-out period of two minutes if registration is not successful.

- If the registration process times out on the cordless accessory, the cordless accessory resets itself. The Deskset returns to the unregistered cordless accessory startup screen.

  The Handset displays **Registration Failed** if the process times out.

- If the registration process times out on the Deskset, it displays **Registration Failed** and returns to Idle mode.

If Cordless Headset registration fails, the **ON/OFF** light on the Headset flashes twice every five seconds. To reset the Headset, remove the Headset from the charger and try the registration process again, beginning with Step 1, *"To register the TL7600 Cordless Headset:" on page 89*.

Admin Settings

To display the Admin Settings menu:

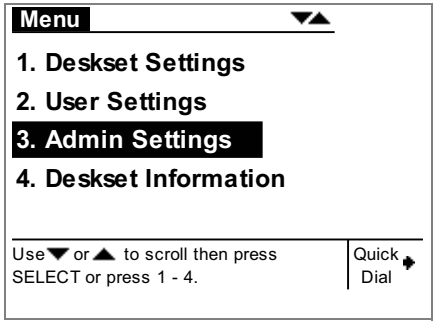


Figure 89. Admin Settings

NOTE The Admin Settings, shown in Figure 89, are determined by your system administrator. Only people with access to the system administrator's password can change them.

For more information on these settings, see the Synapse System Administrator's Guide, downloadable at **www.telephones.att.com/synapseguides**.

Deskset Information

Most of the Deskset Information is only used by your system administrator or the Installer. However, you need the Deskset's IP Address to use the WebUI.

To display Deskset Information:

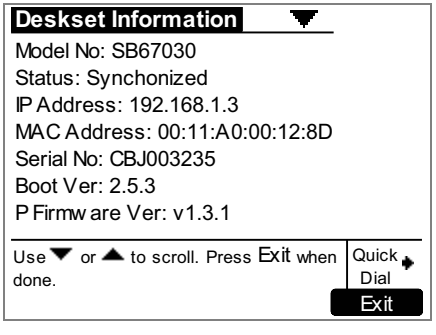


Figure 90. Deskset Information 1

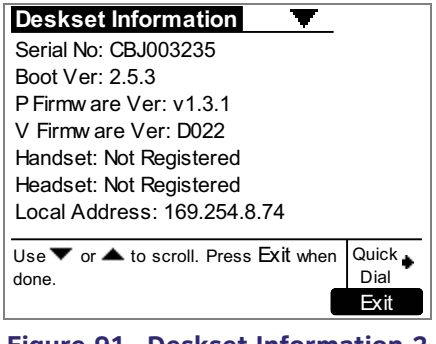


Figure 91. Deskset Information 2

1. Press **MENU** and then **4** to display the Deskset Information screen shown in Figure 90.
2. Press the ▽ Navigation key to access the additional information shown in Figure 91.
3. When your review is complete, press Exit. The Main menu displays.

Using Do Not Disturb (DND)

Do Not Disturb silences incoming ringing and paging. Incoming calls can still be answered as long as the Call Appearance LED is flashing.

To enable or disable Do Not Disturb:

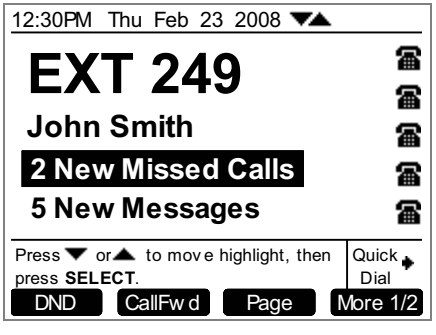


Figure 92. Idle Screen

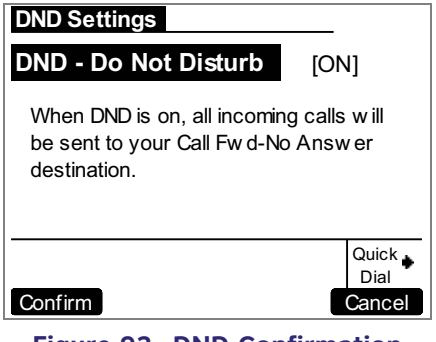


Figure 93. DND Confirmation

1. From the Idle screen shown in Figure 92, press DND. (If necessary, press More 2/2 to display and press DND.) The DND Settings screen shown in Figure 93 displays.
2. Press Confirm to save changes. DND ON appears in the top right of the display, as shown in Figure 94.

   OR

   Press Cancel to return to Idle mode at any time.

Figure 94. DND Set

3. Press DND to turn **DND** off. DND ON disappears from the top right of the display.

NOTE The DND indicator only displays in the top right of the display when Call Forward All is disabled. When Call Forward All is set, no calls ring regardless of the DND setting, so the DND indicator does not appear.

Operator Auto-Attendant Settings

If your Deskset is the operator extension, you can set the status of the Auto Attendant.

To display the Auto-Attendant Settings menu:

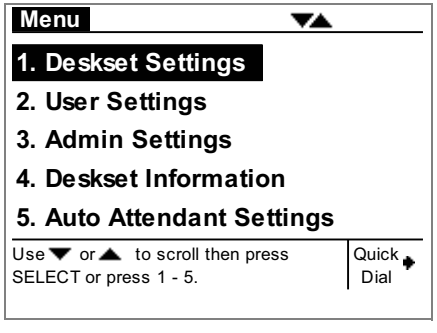


Figure 95. Operator Menu

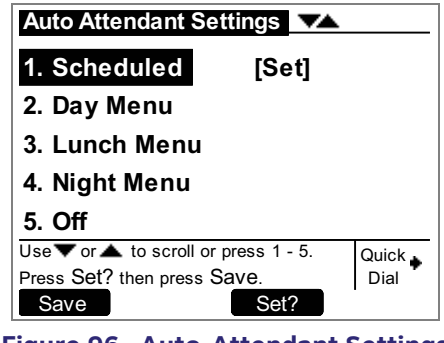


Figure 96. Auto-Attendant Settings

1. Press **MENU** to display the Menu with a fifth choice, as shown in Figure 95.
2. Press **5** on the dial pad to display the Auto-Attendant Settings screen shown in Figure 96. Choose one of the five options to set the Auto Attendant's response to incoming calls.
   - Press **1** to follow the scheduled times.
   - Press **2** to use the Day Menu.
   - Press **3** to use the Lunch Menu.
   - Press **4** to use the Night Menu.
   - Press **5** to turn off the Auto Attendant so that incoming calls ring at the extensions set by the system administrator.
3. Press Set? to select the highlighted Auto-Attendant status. **[Set]** appears next to the selected status.
4. Press Save to save the setting.

[Handset] Cordless Handset Settings

Once the optional Cordless Handset has been registered to the Deskset, you can set up the Cordless Handset:

- *"[Handset] Setting Contrast" on page 98*
- *"[Handset] Setting the Sounds" on page 99*
- *"[Handset] Setting the Cordless Handset to Factory Default" on page 102*
- *"[Handset] Viewing the Product ID" on page 103*
- *"[Handset] Using the VOLUME key to set the Ringer and Voice Volume" on page 100.*

[Handset] Setting Contrast

To adjust the display contrast:

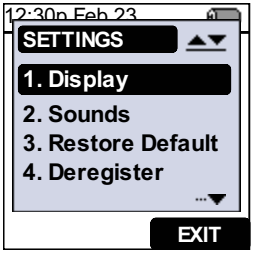


Figure 97. Settings Menu

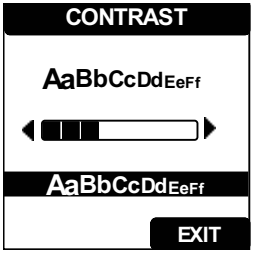


Figure 98. Contrast

1. Press **OPTIONS**, then **5** to display the Settings menu shown in Figure 97.
2. Press **1** to display the Contrast screen shown in Figure 98.
3. Press the ◁ or ▷ Navigation key to adjust the contrast until the desired level is reached.
4. To accept the changes you have made and return to the Settings menu shown in Figure 97, press **EXIT**.

[Handset] Setting the Sounds

To adjust the sound:

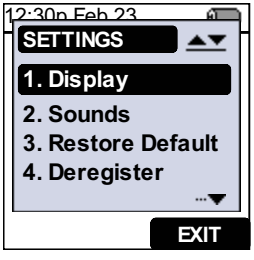


Figure 99. Settings Menu

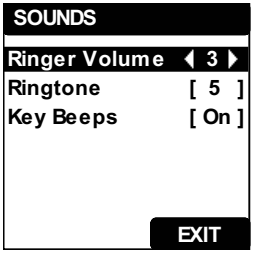


Figure 100. Sounds Menu

1. Press **OPTIONS**, then **5** to display the Settings menu shown in Figure 99.
2. Press **2** to display the Sounds menu shown in Figure 100.
3. Press the ▲ or ▼ Navigation key to cycle through audio options:
   - To adjust the ringer volume from 0 to 6, press the ◀ or ▶ Navigation key. Decreasing the volume to zero silences the ringer. The ringer sounds as it is adjusted. You can also alter the ringer volume in the Idle mode by pressing the Handset volume control, ◀ VOLUME ▶.
   - To choose one of nine ringtones, press the ▼ Navigation key once to highlight **Ringtone**. To select the ringtone, press the ◀ or ▶ Navigation key. This setting only applies to the Cordless Handset.
   - To change whether there are Key Beeps, press the ▼ Navigation key twice to highlight **Key Beeps**. Press the ◀ or ▶ Navigation key to adjust the Key Beeps **On** or **Off**.
4. To accept the adjustments and return to the Settings menu shown in Figure 99, press EXIT.

[Handset] Using the VOLUME key to set the Ringer and Voice Volume

The Handset also provides a volume control on the right side of the handset. You can increase or decrease the ringer volume only when not on an active call. You can increase or decrease the incoming voice volume during an active call or during message playback.

To adjust the ringer volume:

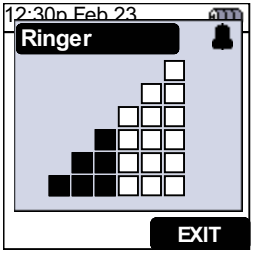


Figure 101. Ringer Volume

When not on an active call:

- Press **VOLUME** ▸ to increase the ringer volume.

  OR

- Press ◂ **VOLUME** to decrease the ringer volume.

A screen similar to the one shown in Figure 101 displays. The example shows the volume set to 3. The minimum ringer volume is zero (silenced) and the maximum volume is 6.

If you set the ringer to zero (silenced), the silent ring icon (see *"[Handset] Cordless Handset Screen Icons" on page 38*) displays during an incoming call, as shown in Figure 102.

Figure 102. Silenced Ringer

To adjust the incoming voice volume:

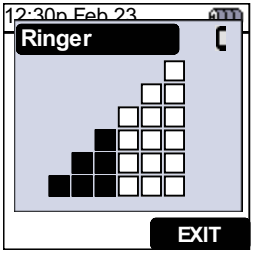


Figure 103. Voice Volume

During an active call or during message playback:

- Press **VOLUME** ▸ to increase the incoming voice volume.

  OR

- Press ◂ **VOLUME** to decrease the incoming voice volume.

A screen similar to the one shown in Figure 103 displays. The example shows the volume set to 3. There are six volume levels.

If you are using the speakerphone, the speakerphone volume is adjusted.

[Handset] Setting the Cordless Handset to Factory Default

To reset the Handset to default settings (factory defaults):

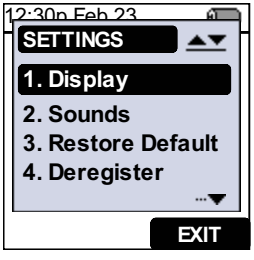


Figure 104. Settings Menu

1. Press **OPTIONS**, then **5** to display the Settings menu shown in Figure 104.
2. Press **3** to display the Restore Default screen shown in Figure 105.
   - Press **YES** to clear all Handset custom settings.
   - Press **NO** to keep current settings.

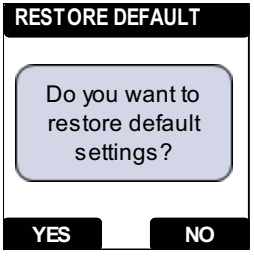


Figure 105. Restore Default

[Handset] Viewing the Product ID

To view the Product ID:

Figure 106. Product ID

1. Press **OPTIONS**, then **5** to display the Settings menu shown in Figure 104.
2. Press **5** to display the Product ID screen shown in Figure 106.

   This page displays the Handset's identification information, including serial number, model number, software version, and registration status. This information cannot be altered.
3. Press **EXIT** to return to the Settings menu shown in Figure 104.

CHAPTER 4

ACCESSING ITEMS IN LISTS

The SB67030 Deskset has lists of phone numbers that are used for making calls and for call management. Some of the lists, like Voicemail, have other features associated with them that are explained elsewhere in this guide. In this chapter, you learn how to access an individual item in a list. All instructions start from the Idle screen.

The Deskset provides access to the following lists:

- **Voicemail List** — See *"Accessing Voicemail" on page 105*
- **Directory List** — See *"Accessing the Directory" on page 106*
- **Call Log** — See *"Accessing the Call Log" on page 107*
- **Extension List** — See *"Accessing the Extension List" on page 109*
- **Quick Dial** — See *"Accessing the Quick-Dial List" on page 110*
- **Redial List** — See *"Accessing the Redial List" on page 113*.

You can also access these lists with an optional Cordless Handset. See *"Searching the Directory or Extension Lists Using the Dial Pad" on page 116*.

Accessing Voicemail

To access an entry from Voicemail:

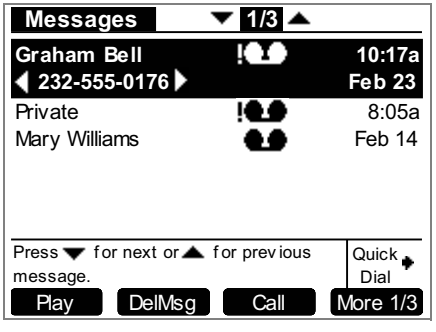


Figure 107. Voicemail Messages

Figure 108. Mailboxes

1. From the Idle screen, press **MESSAGES**.

   If necessary, use the dial pad to enter your user password and press **SELECT**.

> **NOTE** Once you have entered your password, you do not have to enter it again while you are reviewing messages. However, if you exit the Messages screen or go to another feature, you will need to enter your password to access the Message list.

   If your System Administrator has not set up a Group Mailbox whose messages you can access, Voicemail messages appear, showing new and old messages, as shown in Figure 107.

   [ATA] If your Synapse telephone system features an optional ATA device and your system administrator has assigned a Group Mailbox to you, a list of your Personal Mailbox and the Group Mailboxes appears, as shown in Figure 108.

   a. If necessary, press the △ or ▽ Navigation key to highlight the desired Mailbox.

   b. Press **SELECT**. The Messages screen shown in Figure 107 displays.

2. Press the △ or ▽ Navigation key until the desired Message entry is highlighted.

   More information about this feature is found in *"Voicemail" on page 140*.

3. Press **CANCEL** to exit the Voicemail list.

To do this with the Cordless Handset, see *"To access a phone number from Voicemail:" on page 118.*

Accessing the Directory

By default, the Directory screen displays the combination of all three Directory lists. See *"Directory" on page 128* for a description of the three lists. You can choose to view only one of the lists. See *"Viewing Directory Entries" on page 130*.

To access a Directory entry:

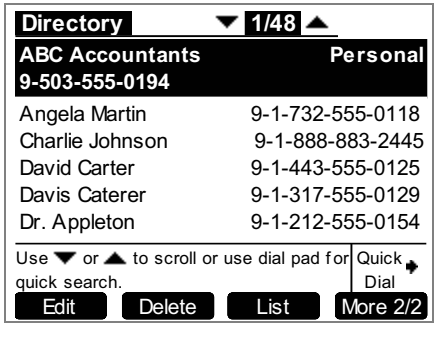


Figure 109. Directory Screen

1. Press **DIRECTORY**. The Directory screen shown in Figure 109 displays.
2. Press the ▲ or ▼ Navigation key until the desired entry is highlighted.
3. Press **CANCEL** to exit the Directory list.

NOTE More information about creating and using directories appears in *"Using the Directory" on page 129*.

To do this with the Cordless Handset, see *"To access a Directory entry:" on page 119*.

Accessing the Call Log

To access the Call Log list:

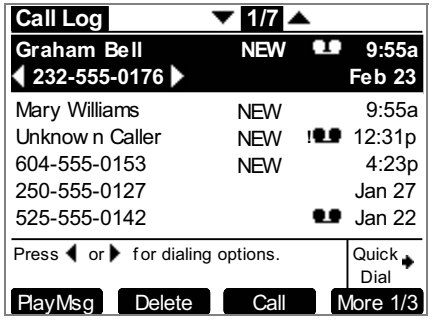


Figure 110. Call Log List

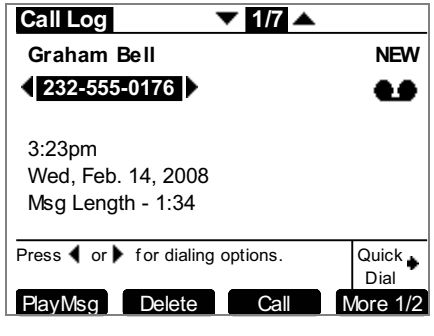


Figure 111. Call Log Details

1. From the Idle screen, press **CALL LOG** to display the screen shown in Figure 110.
   - You can view the Call Log details screen shown in Figure 111.

     Press More 1/3, then More 2/3, then Details to display the Call Log Details screen shown in Figure 111.
   - Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press the < or > Navigation key to step through the dialing options.

     More information about this feature appears in *"Call Log" on page 166*.
2. Press **CANCEL** to exit the Call Log.

NOTE A 9 is automatically prefixed to the digit string before the number is dialed out.

To do this with the Cordless Handset, see *"To access the Call Log list:" on page 121*.

The Extension List

You can access the Extension list illustrated in Figure 112 from Idle, Live Dialing, Transfer, and Conference Setup modes.

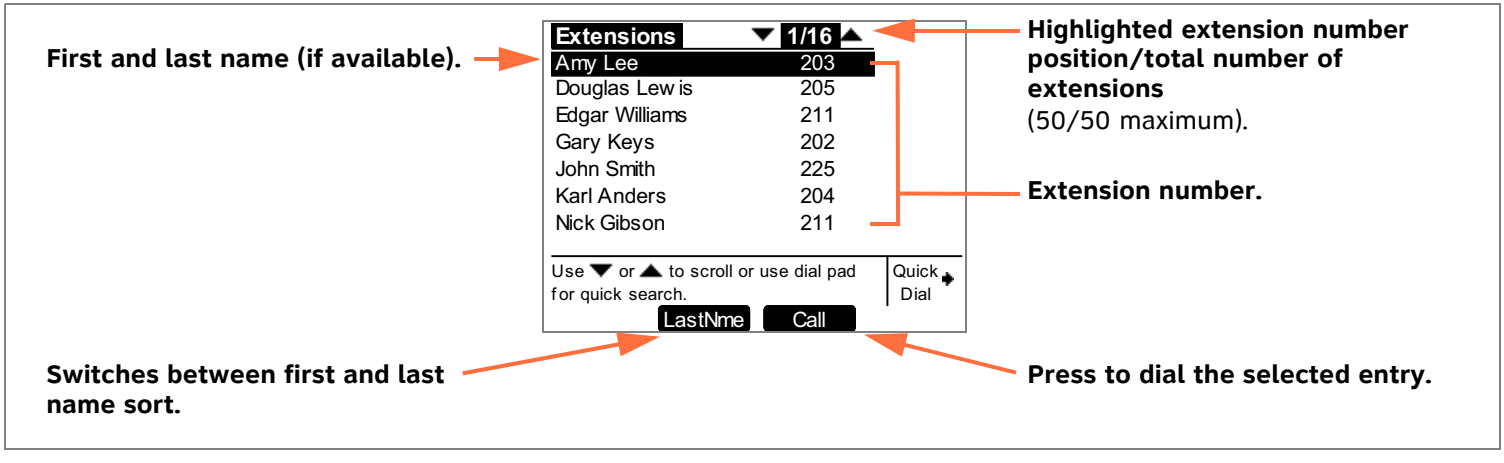


Figure 112. Extension List Functions

- Press the △ or ▽ Navigation key to cycle through Extension list entries.
- Use the dial pad to jump to the first name that begins with the first letter of the key that you press.
- Press Call to call the highlighted extension.
- To view the Extension list with the Cordless Handset, see *"[Handset] Cordless Handset Extension List" on page 122*.

NOTE [ATA] Any analog telephones installed through an optional ATA have extension numbers, but do not appear in the Extension list.

Accessing the Extension List

To access an extension:

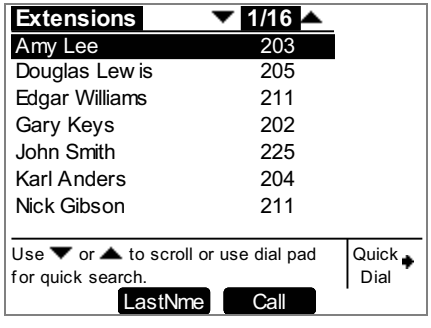


Figure 113. Extension List

1. From the Idle screen, press More 1/2 and then press ExtList.

   OR

   When dialing live (off hook), press ExtList.

   The Extension list displays, as shown in Figure 113.

2. Press the ▲ or ▼ Navigation key until the desired entry is highlighted.

   OR

   Use the dial pad to jump to the first name that begins with the first letter of the key that you press.

3. Press **CANCEL** to exit the Extension List.

NOTE

You can also access the Extension list from the following:

- **Transfer** — See *"Transferring a Call Overview" on page 209*.
- **Conference Setup** — See *"Hold and Cancel a Conference" on page 213*.

To do this with the Cordless Handset, see *"To access an extension:" on page 123*.

Accessing the Quick-Dial List

The Quick-Dial list shown in Figure 115 provides up to six entries for frequently called numbers and is available in all modes.

To access and dial Quick-Dial entries:

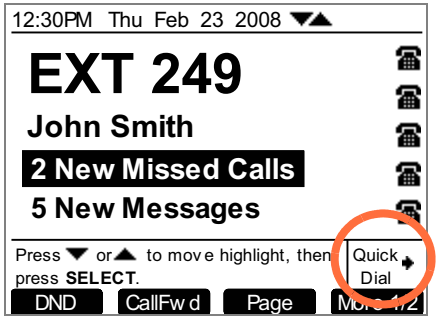


Figure 114. Quick Dial

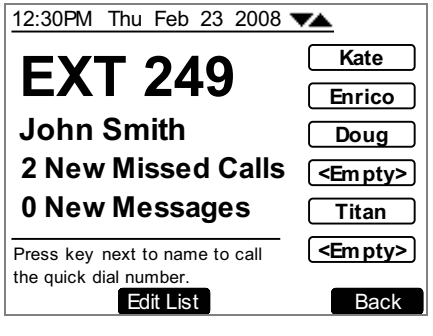


Figure 115. Quick-Dial Entries

1. Press the button to the right of Quick Dial, as shown in Figure 114.

   The Call Appearance labels on the right side become Quick-Dial labels, as shown in Figure 115. The Call Appearance LEDs will be off.

2. Press a Quick-Dial button to dial that number.

   - The Quick-Dial entries are not associated with the Directory.
   - To do this with the Cordless Handset, see *"To access and dial Quick-Dial entries:" on page 124*.

Editing Quick Dial

After you access a Quick-Dial entry, you can add and edit Quick-Dial entries using the Deskset and from the WebUI. See *"Quick-Dial Keys" on page 63*.

To edit Quick Dial from the Deskset:

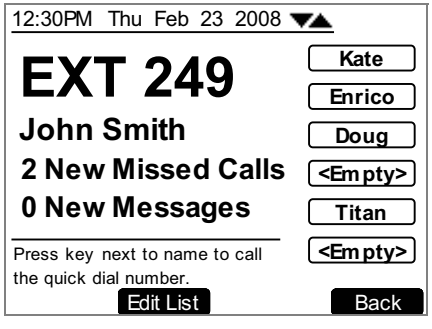


Figure 116. Quick-Dial List

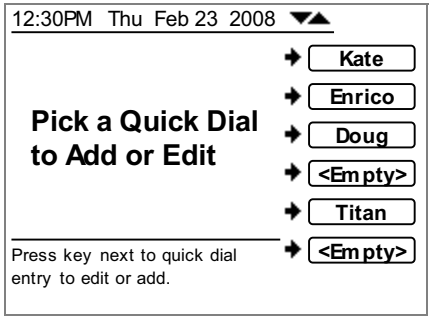


Figure 117. Pick a Quick Dial

1. Press the key to the right of Quick Dial to display the Quick-Dial list shown in Figure 116.
2. Press EditList to add or edit a Quick-Dial entry. The screen shown in Figure 117 displays.
3. Press the button to the right of the entry you want to edit.
4. Enter the desired name and number, as shown in Figure 118. Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   a. Enter the name.
   b. Press the ▽ Navigation key and enter the number.

   Enter the digit **9** before the phone number to dial an outside number. If you want to include a pause in the number, press Pause.
5. Press Save to store the number. The Quick-Dial list displays.

You can dial Quick-Dial entries by pressing the key to the right of Quick Dial and then press the Call Appearance key to the right of the displayed Quick-Dial entry.

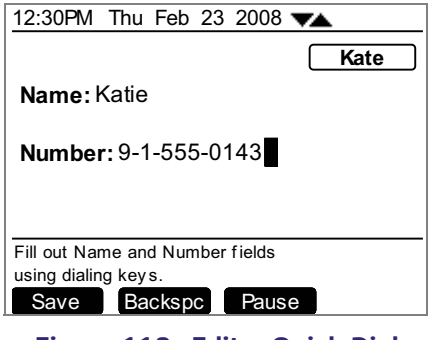


Figure 118. Edit a Quick Dial

The Redial List

The last 20 phone numbers that you dialed are recorded in the Redial list, as shown in Figure 119.

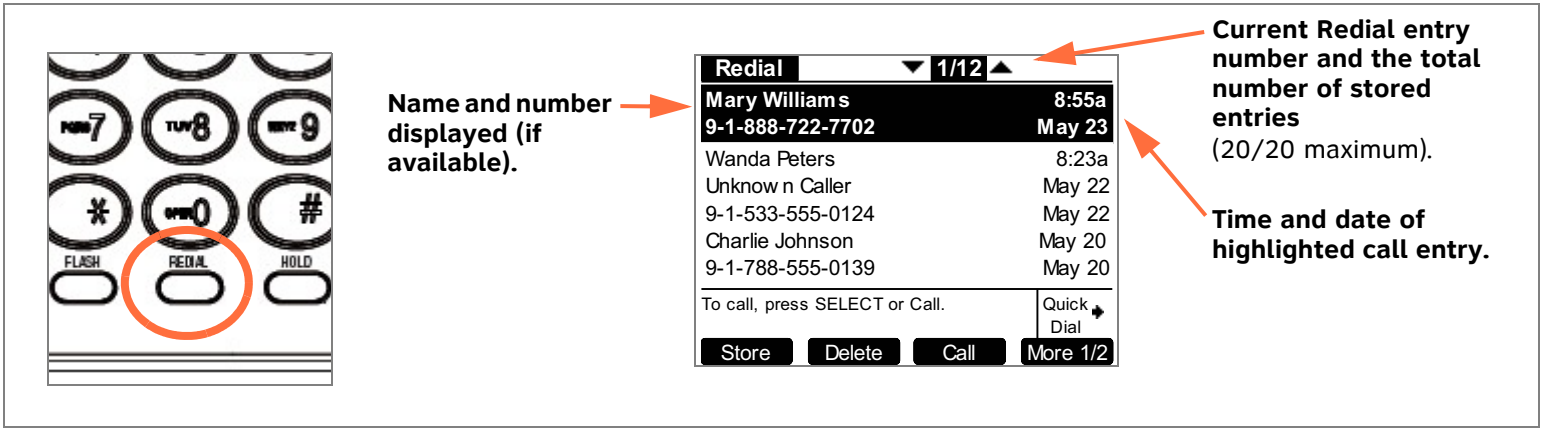


Figure 119. Redial List

Table 10. Redial List Function

Key	Description	Key	Description	Key	Description	Key	Description
Store	Stores number in Personal list.	Delete	Deletes an entry.	Call	Dials the selected entry.	More 1/2 More 2/2	Moves to the next set of soft keys. If this key appears, there are more than four soft keys available. **More 1/2** indicates that you are on page one of two.
Details	Shows more details for a particular entry.	DelAll	Deletes all entries.				

Accessing the Redial List

To access a Redial entry:

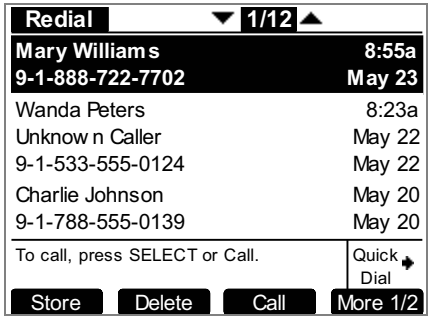


Figure 120. Redial List

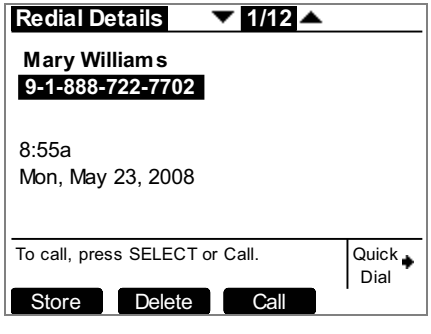


Figure 121. Redial Details

1. Press **REDIAL** to display the Redial List, as shown in Figure 120.
   - Press the ▲ or ▼ Navigation key until the desired entry is highlighted.
   - Press More 1/2, then Details to display details about the highlighted entry, as shown in Figure 121.
2. Press **CANCEL** to exit the Redial list.

To do this with the Cordless Handset, see *"To access and dial a Redial entry:" on page 125*.

Storing Redial Entries

To store a Redial entry into your Personal list:

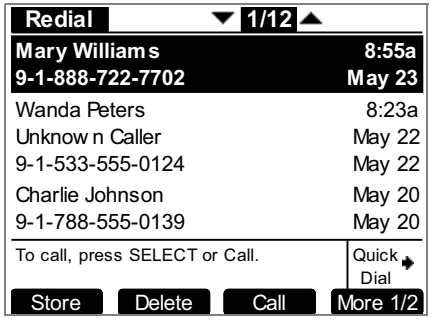


Figure 122. Redial List

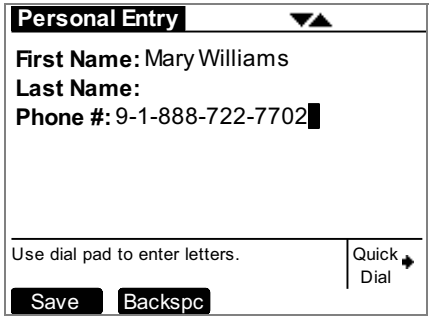


Figure 123. Personal Entry Screen

1. Press **REDIAL** to access the Redial list, as shown in Figure 122.
2. Press the ▲ or ▼ Navigation key until the desired entry is highlighted.
3. Press Store. The screen shown in Figure 123 displays.
   - The Deskset automatically fills in the name and number, if available.
   - If necessary, edit the name and number. Press the ▼ Navigation key to move the cursor to the **Last Name** and **Phone #** entries.
4. Press Save to save the entry.

NOTE The system does not check for duplicate entries.

Deleting Redial Entries

You can delete a single Redial entry from the Redial list or all Redial entries. Ensure the entry you wish to delete is highlighted.

To delete a single entry:

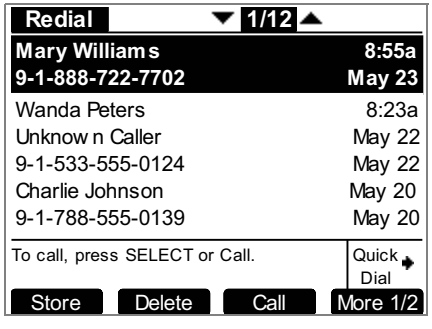


Figure 124. Redial List, 1 of 2

1. Press **REDIAL** to access the Redial list, as shown in Figure 124.
2. Press the ▲ or ▼ Navigation key until the desired entry is highlighted.
3. Press Delete. The next entry in the list is highlighted.
4. Press **CANCEL** to exit the Redial list.

To do this with the Cordless Handset, see *"To delete entries from the Redial list:" on page 126*.

To delete all Redial entries:

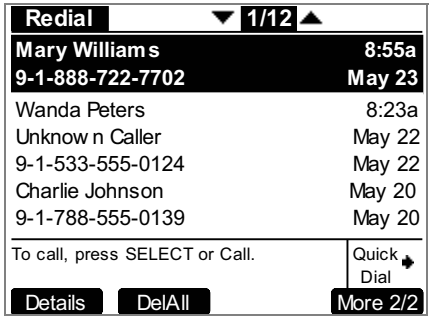


Figure 125. Redial List, 2 of 2

1. Press **REDIAL** to access the Redial list, as shown in Figure 124.
2. Press More 1/2 to display the DelAll soft key, as shown in Figure 125.
3. Press DelAll. A Confirmation screen appears, as shown in Figure 126.
4. Press Yes to confirm deletion.
5. Press **CANCEL** to exit the Redial list.

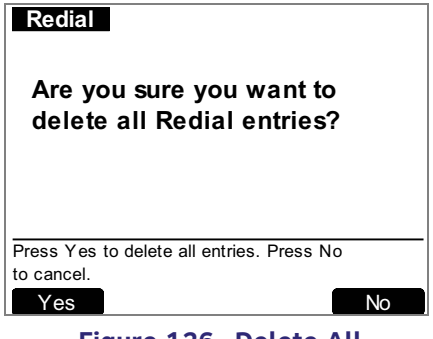


Figure 126. Delete All

Searching the Directory or Extension Lists Using the Dial Pad

Use the dial pad to get to the first entry that starts with any letter.

To search for a list entry on the Deskset:

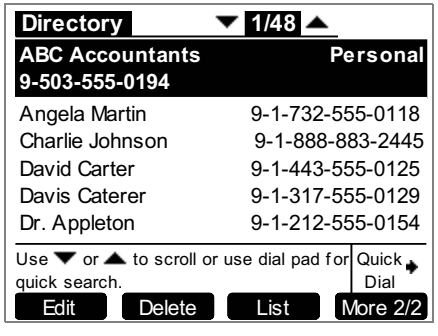


Figure 127. Directory List

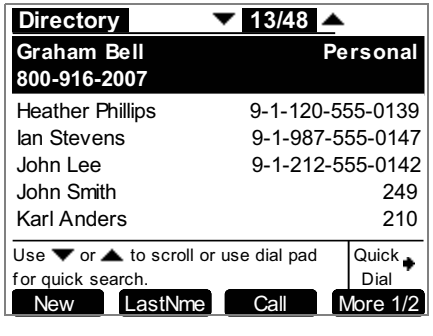


Figure 128. Search Result

1. Select a list to search, such as the Directory shown in Figure 127.
2. Pressing a Dial-Pad key causes the Deskset to search for an exact match or the closest match as follows:
   - If you press **4** once, the Deskset searches for names beginning with **G**.
   - If you press **4** twice, the Deskset searches for names beginning with **H**.

     See *"Deskset Dial-Pad Entry" on page 28* for information on entering other individual letters. This searching function uses only the uppercase letters.
   - When an exact match is found, the highlight bar moves to that entry, as shown in Figure 128.
   - If you enter a letter and the Deskset cannot find an exact match, the highlight moves to the entry with the next closest alphabetical match.

[Handset] Accessing and Managing Items in Lists with the Cordless Handset

You can also access the phone number lists with the optional SB67040 Cordless Handset.

All instructions start from the Idle screen.

The Cordless Handset provides access to the following lists:

- **Voicemail List** — See *"[Handset] Accessing the Voicemail List" on page 118*
- **Directory List** — See *"[Handset] Accessing the Directory" on page 119*
- **Call Log** — See *"[Handset] Accessing the Call Log" on page 121*
- **Extension List** — See *"[Handset] Cordless Handset Extension List" on page 122*
- **Quick-Dial List** — See *"[Handset] Accessing the Quick-Dial List" on page 124*
- **Redial List** — See *"[Handset] Accessing the Redial List" on page 125*.

[Handset] Accessing the Voicemail List

To access a phone number from Voicemail:

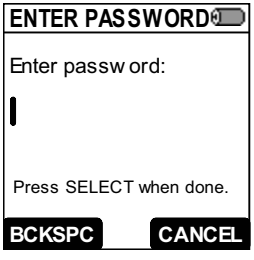


Figure 129. Enter Password

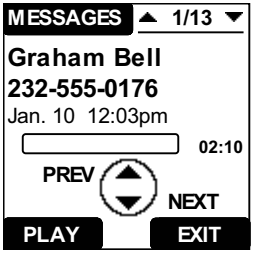


Figure 130. Voicemail Message

1. From the Idle screen, press **MSGs**.

   If necessary, use the dial pad to enter your user password (if you have created one). Press **SELECT**, as shown in Figure 129.

NOTE Once you have entered your password, you do not have to enter it again while you are reviewing messages. However, if you exit the messages or go to another feature, you must enter your password again to access the Message Review screen.

   The Voicemail Message Review screen displays, as shown in Figure 130.

2. Press the ▲ or ▼ Navigation key until the desired entry is visible.

   For more information about this feature, see *"Reviewing Voicemail records:" on page 161*.

To do this with the Deskset, see *"To access an entry from Voicemail:" on page 105*.

NOTE You cannot use the Cordless Handset to access messages in Group Mailboxes. See *"Personal Message Playback" on page 144*.

[Handset] Accessing the Directory

To access a Directory entry:

Figure 131. DIR Key

Figure 132. Directory

1. Press **DIR** as shown in Figure 131. The Directory screen displays, as shown in Figure 132.
2. Press the ▲ or ▼ Navigation key to scroll to the desired entry.

   OR

   Press a Dial-Pad key, as shown in *"Desket Dial-Pad Entry" on page 28*, to reach the first name in the alphabetical Directory whose first letter matches or is next in the Directory after that letter. Then press the ▲ or ▼ Navigation key to scroll to the desired entry.
3. Press **EXIT** to return to the previous mode.

To do this with the Deskset, see *"To access a Directory entry:" on page 106*.

To select the Directory list you see:

Figure 133. Directory

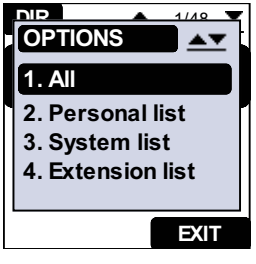


Figure 134. Options Menu

Your Handset displays **All** lists (the combination of your Personal list, the System list, and the Extension list) when you press **DIR**. However, you can temporarily view and select from a specific list.

1. Press **DIR** to access the Directory, as shown in Figure 133.
2. Press **LIST** to display the Options menu shown in Figure 134.
3. Press **1** though **4** to select the desired list.

   OR

   Use the △ or ▽ Navigation key to scroll to the desired list, then press **SELECT**.

NOTE You cannot sort the Directory by last name from the Handset.

4. Press **EXIT** to return to the previous mode.

[Handset] Accessing the Call Log

To access the Call Log list:

Figure 135. Call Log

1. From the Idle screen, press CID to display the screen shown in Figure 135.

   OR

   To access the **Call Log** when the phone is not idle, press **OPTIONS** and then scroll down to **Call Log** and press **SELECT**.

2. Press the ▲ or ▼ Navigation key to scroll to the desired Call Log entry.

3. You have the following options:

   Press **SELECT** or **PHONE** to dial out the selected (highlighted) number in the Call Log. If you are accessing the Call Log from Idle mode, pressing **SPEAKER** also dials out the selected number.

   Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press the ◀ or ▶ Navigation key to step through the dialing options.

   - Press DELETE to delete the selected entry.

To do this with the Deskset, see *"To access the Call Log list:" on page 107*.

[Handset] Cordless Handset Extension List

You can access the Extension list illustrated in Figure 136 from Idle, Live Dialing, Transfer, and Conference Setup modes.

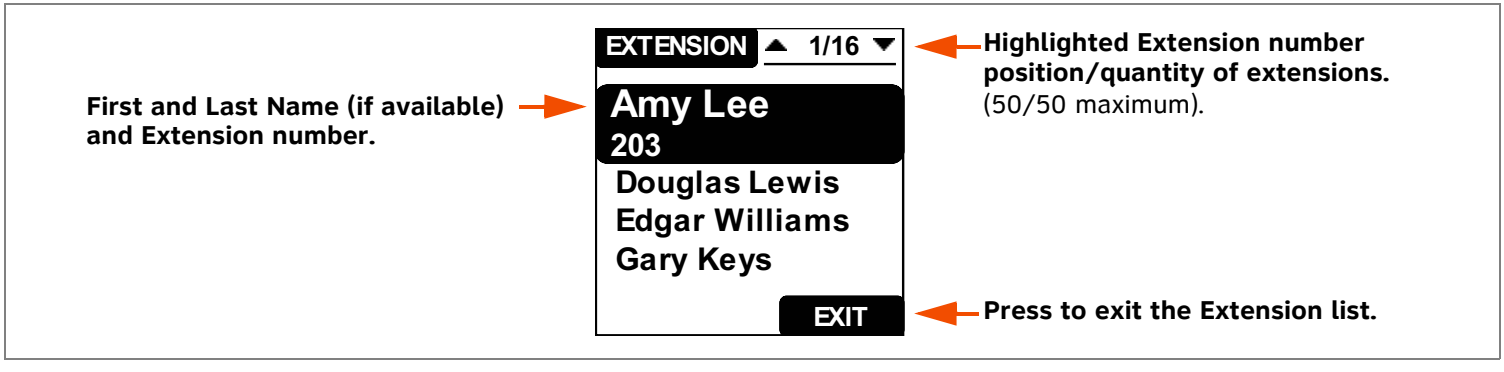


Figure 136. Extension List Functions

- When reviewing the Extension list, press **SELECT** or **PHONE** to dial out the selected (highlighted) number. If you are accessing the Extension list from Idle mode, pressing **SPEAKER** also dials out the selected number.
- Press the △ or ▽ Navigation key to cycle through Extension list entries.
- You can use the dial pad for a quick search when viewing the Extension list.

To view the Extension list with the Deskset, see *"The Extension List" on page 108*.

NOTE [ATA] Any analog telephones installed through an optional ATA have extension numbers, but do not appear in the Extension list.

[Handset] Accessing an Extension

The following steps display the Extensions List screen shown in Figure 137.

To access an extension:

Figure 137. Extension List

1. From the Idle screen, press **OPTIONS** and then press **4**.

NOTE

You can also access the Extensions screen from the following:

- **Transfer** — See *"[Handset] Transferring" on page 219*.
- **Conference Setup** — See *"[Handset] Conferencing" on page 221*.

2. Press the ▲ or ▼ Navigation key until the desired entry is highlighted.

To do this with the Deskset, see *"To access an extension:" on page 109*.

[Handset] Accessing the Quick-Dial List

The Quick-Dial list shown in Figure 115 provides up to six entries for frequently called numbers and is available in all modes. The Quick-Dial entries are not associated with the Directory.

To access and dial Quick-Dial entries:

Figure 138. MUTE/QUICK

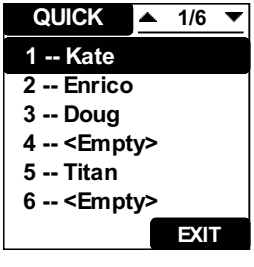


Figure 139. Quick-Dial Entries

1. Press and hold **MUTE/QUICK** as shown in Figure 138 for at least two seconds.

   The Quick-Dial entries display, as shown in Figure 139.

2. Press the number next to the name, or press the △ or ▽ Navigation keys to highlight the entry to call.

3. Press **SELECT**, **PHONE**, or **SPEAKER** to dial out the selected entry.

   The screen displays the number, you hear a dial tone, and the number is automatically dialed.

4. Press **EXIT** to return to the previous mode.

To do this with the Deskset, see *"To access and dial Quick-Dial entries:" on page 110*.

[Handset] Accessing the Redial List

The last 20 phone numbers that you dialed are recorded in the Redial list.

To access and dial a Redial entry:

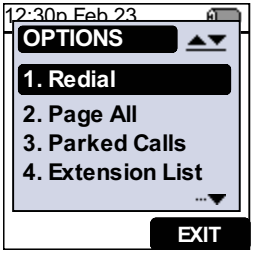


Figure 140. Options Menu

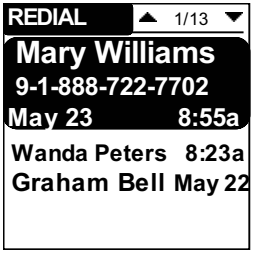


Figure 141. Redial List

1. From the Idle screen, press **OPTIONS**. The menu displays, as shown in Figure 140.

NOTE Similar menus display when you press **OPTIONS** during an active or held call.

2. Press **1** to display the Redial screen, as shown in Figure 141.
   - Press the △ or ▽ Navigation key to cycle through the Redial entries.
   - Press **SELECT** or **PHONE** to dial out the selected (highlighted) number in the Redial list. If you are accessing the Redial list from Idle mode, pressing **SPEAKER** also dials out the selected number.
3. Press **EXIT** to return to the previous mode.

To do this with the Deskset, see *"To access a Redial entry:" on page 113*.

To delete entries from the Redial list:

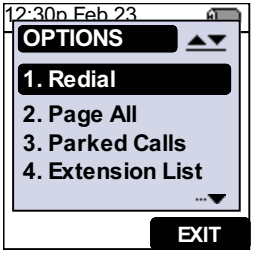


Figure 142. Options Menu

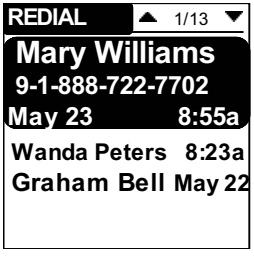


Figure 143. Redial List

1. From the Idle screen, press **OPTIONS**. The menu shown in Figure 142 displays.

NOTE Similar menus display when you press **OPTIONS** during an active or held call.

2. Press **1** to display the Redial screen, as shown in Figure 143.
   - Press the ▲ or ▼ Navigation key to cycle through the Redial entries.
   - Press DELETE to delete the selected entry.
   - To delete all entries, press **OPTIONS**. The Redial Options menu displays, as shown in Figure 144.
     - Press **1** or **SELECT** to display the Delete All Confirmation screen.
       - Press YES to delete all Redial entries.
       - Press NO to return to the Redial screen.
3. Press EXIT to return to the previous mode.

To do this with the Deskset, see *"To delete a single entry:" on page 115*.

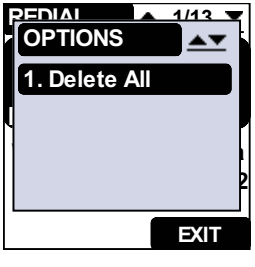


Figure 144. Redial Options

[Handset] Searching the Directory or Extension Lists Using the Dial Pad

Use the dial pad to get to the first entry that starts with any letter.

To search for a list entry on the optional Cordless Handset:

Figure 145. Directory List

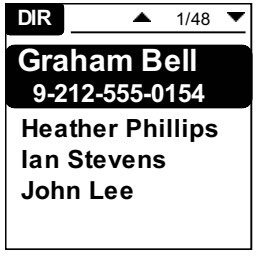
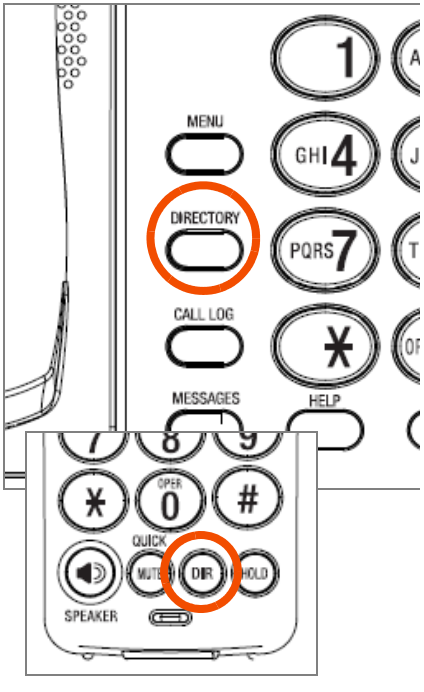
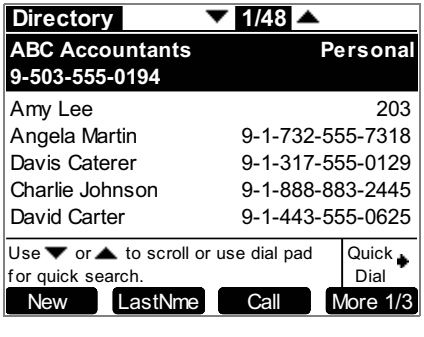


Figure 146. Search Result

1. Select a list to search, such as the Directory shown in Figure 145.
2. Pressing a Dial-Pad key causes a letter to display in the center of the Handset screen. The Handset searches for an exact match or the closest match as follows:
   - If you press **4** once, the Handset searches for names beginning with **G**.
   - If you press **4** twice, the Handset searches for names beginning with **H**. See *"[Handset] Dial-Pad Entry" on page 48* for information on entering other individual letters.
   - When an exact match is found, the highlight moves to that entry, as shown in Figure 146.
   - If you enter a letter and the Handset cannot find an exact match, the highlight moves to the entry with the next closest alphabetical match.





CHAPTER 5

DIRECTORY

The Synapse system provides three Directory lists. The system defaults to displaying entries from all three lists when you press **DIRECTORY** (or you press **DIR** on the optional SB67040 Cordless Handset). See *"To view the Directory:" on page 130* to learn how you can limit this display to one of the three lists.

- **Personal** — You can add, edit, and delete up to 50 entries in this Personal directory from the Deskset or the WebUI (referred to as "Extension Directory" on the WebUI). These entries are available only at your extension.
- **System** — This public directory is created and maintained by the system administrator. You can sort and view this directory of up to 100 entries, but you cannot modify it.
- **Extension** — This is a list of all extensions in the system, up to 50 entries. It contains the Display Names that the administrator entered and the extension number of each Deskset. You can view and sort this directory, but you cannot modify it.

- *"Using the Directory" on page 129*
- *"Viewing Directory Entries" on page 130*
- *"Creating a New Personal List Entry" on page 132*
- *"Editing a Personal List Entry" on page 133*
- *"Storing Directory Entries from the Call Log or Redial List" on page 134*
- *"Directory Sort" on page 136*
- *"[Handset] Accessing the Directory with the Cordless Handset" on page 137.*

Using the Directory

Access the Directory by pressing **DIRECTORY** to display the screen shown in Figure 147. The Directory holds up to 200 entries. The Deskset defaults to showing the contents of all three lists — Personal, System, and Extension — but you can limit the display to one list.

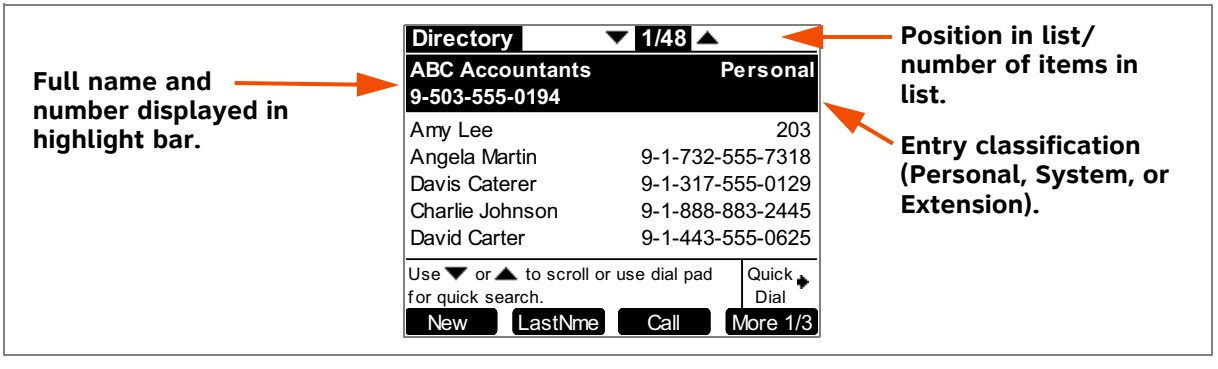


Figure 147. Directory Screen Description

Table 11. Directory Screen Description

Key	Description	Key	Description	Key	Description	Key	Description
New	Creates a new entry.	FirstNme LastNme	Switches between first and last name sort in Directory and Extension list.	Call	Dials the selected entry.	More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. **More 1/3** indicates that you are on page one of three.
Edit	Allows you to change previously entered information.	Delete	Deletes the highlighted entry.	List	Opens the Directory List Options menu.		
Details	Displays entry details.						

Viewing Directory Entries

You can view all Directory entries in one list, or you can view just the Personal list, System list, or Extension list. Within a list, you can press a Dial-Pad key 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.

To view the Directory:

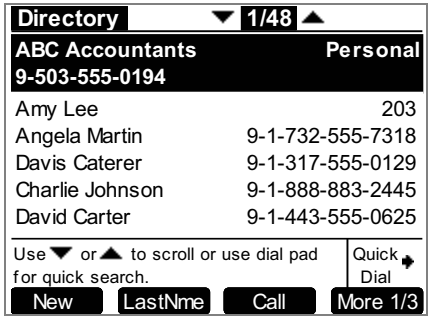


Figure 148. Directory, More 1/3

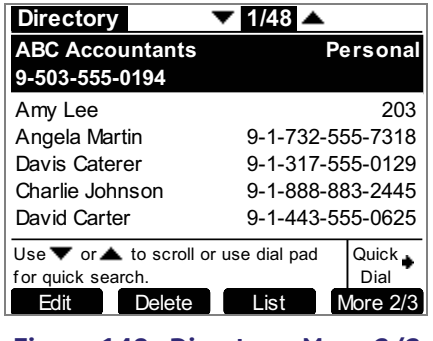


Figure 149. Directory, More 2/3

1. Press **DIRECTORY** to display the Directory, as shown in Figure 148.

NOTE If the list is currently sorted by first name, LastNme displays. If you press LastNme, the list is sorted by last name and FirstNme displays.

2. Press More 1/3 to display the second set of Directory soft keys, as shown in Figure 149.

   If the Directory is empty, Edit and Delete do not appear.

3. Press List to display the Directory List screen, as shown in Figure 150.

4. Press the ▲ or ▼ Navigation key to highlight the desired list, and press **SELECT**.

   The system displays the first entry in the selected list. You can also return to showing **All** lists.

5. To change the default list, press the ▲ or ▼ Navigation key to highlight the desired list. Then press Set?.

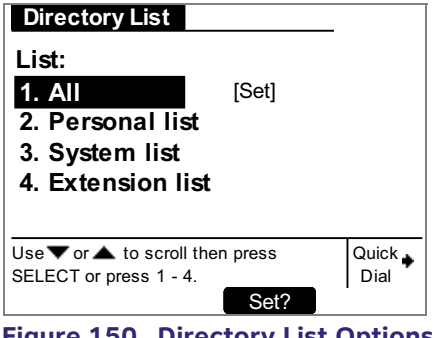


Figure 150. Directory List Options

To view the Directory: (Continued)

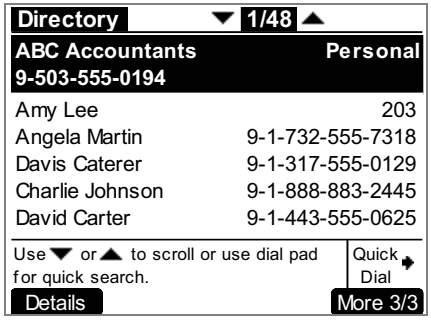


Figure 151. Directory, More 3/3

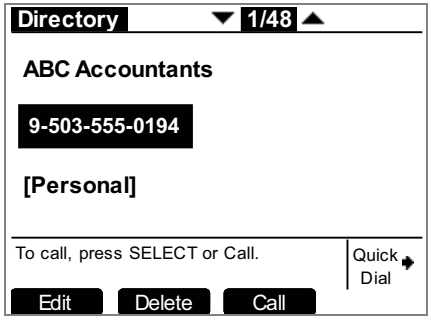


Figure 152. Directory Entry Details

6. Press More 2/3 to display the third set of Directory soft keys, as shown in Figure 151.
7. Press Details to see names and numbers that are too long to be displayed on the Directory list screen. The Details screen appears, as shown in Figure 152.

   If the entry is Personal, Edit and Delete appear.

   - Press Edit to make changes to the entry. See *"To edit a Personal list entry:" on page 133*.
   - Press Delete to delete the entry. See *"To delete a Personal list entry:" on page 135*.
8. Press **CANCEL** to return to the Directory.

Creating a New Personal List Entry

To create a new Personal list entry:

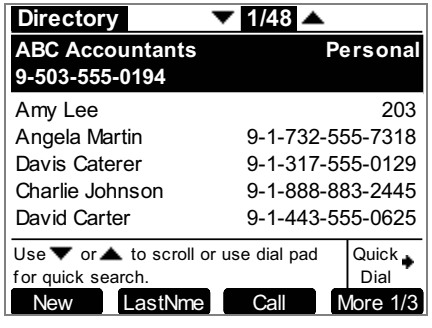


Figure 153. Directory

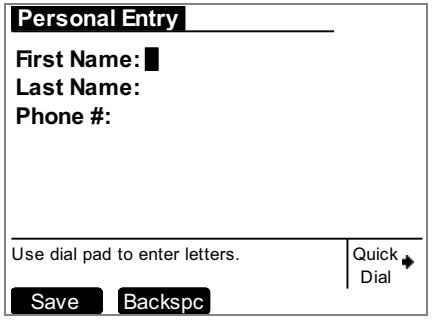


Figure 154. Personal Entry

1. Press **DIRECTORY** to display the Directory, as shown in Figure 153.
2. Press New to display the Personal Entry screen with the cursor positioned in the **First Name** field, as shown in Figure 154.
3. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See *"Deskset Dial-Pad Entry" on page 28*. The name text fields are limited to 20 characters each and the number field is limited to 32 digits.

NOTE If you have exceeded the maximum number of personal entries allowed, the Maximum of 50 Personal entries reached screen displays.

4. When editing the entry, you have the following options:
   - Press the ◁ or ▷ Navigation key to move the cursor.
   - Press the △ or ▽ Navigation key to move to the previous or next field.
   - Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   - Press Pause to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For external phone numbers enter a **9** first.
5. Press Save. The Directory list shown in Figure 153 displays.

Editing a Personal List Entry

You can edit any Personal list entry while viewing the Directory list.

To edit a Personal list entry:

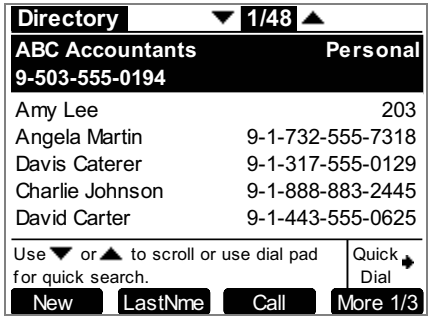


Figure 155. Personal List

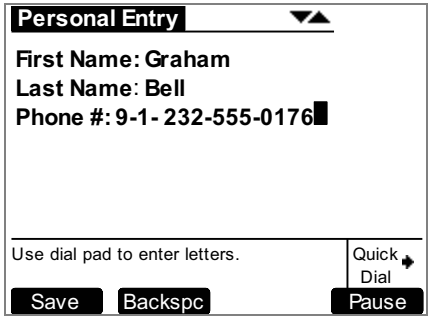


Figure 156. Edit Personal Entry

1. Press **DIRECTORY** to display the Directory, as shown in Figure 155.
2. Press the △ or ▽ Navigation key to highlight a **Personal** entry.
3. Press More 1/3 and Edit to display the Personal Entry edit screen, as shown in Figure 156.

NOTE The Edit key is not available when a **System** or **Extension** entry is highlighted in the Directory list.

4. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See *"Deskset Dial-Pad Entry" on page 28*. The name text fields are limited to 20 characters each and the number field is limited to 32 digits.
5. When editing the entry, you have the following options:
   - Press the ◁ or ▷ Navigation key to move the cursor.
   - Press the △ or ▽ Navigation key to move to the previous or next field.
   - Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   - Press Pause to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For external phone numbers enter a **9** first.
6. Press Save. The Directory shown in Figure 155 displays.

Storing Directory Entries from the Call Log or Redial List

To store a Call Log or Redial entry into your Personal list:

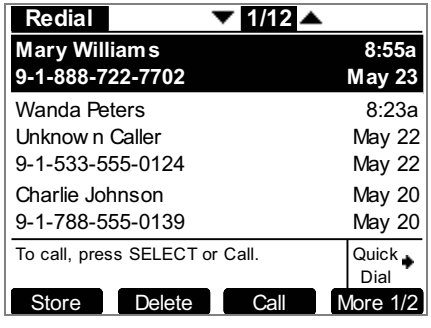


Figure 157. Redial List

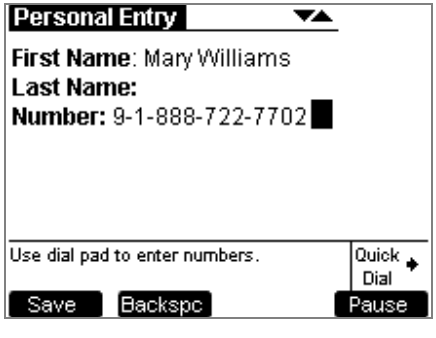


Figure 158. Personal Entry Screen

1. Press **CALL LOG** or **REDIAL** to access either list. The Redial list is shown in Figure 157.
2. Press the ▲ or ▼ Navigation key until the desired entry is highlighted.
3. Press Store to store the entry in your Personal list. (Press More 1/3 to display Store on the Call Log screen.) The screen shown in Figure 158 displays.
   - The Deskset automatically fills in the name and number, if available.
   - If necessary, edit the name and number. Press the ▼ Navigation key to move the cursor to the **Last Name:** and **Number:** entries.
   - Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   - Press Pause to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For external phone numbers enter a **9** first.
4. Press Save to save the entry.

   OR

   Press **CANCEL** to exit without saving the entry.

NOTE The system does not check for duplicate entries.

Deleting a Personal List Entry

You can delete any one of your personal list entries while viewing the Directory list.

To delete a Personal list entry:

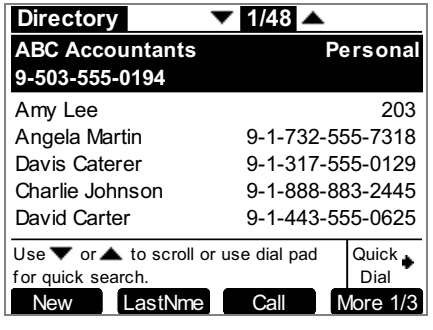


Figure 159. Directory, More 1/3

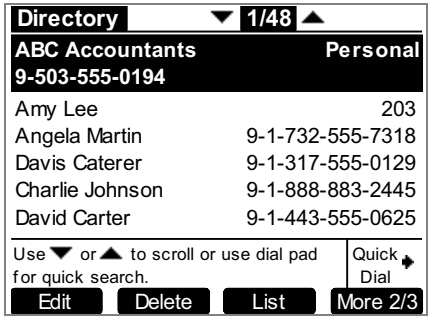


Figure 160. Directory, More 2/3

1. Press **DIRECTORY** to display the Directory, as shown in Figure 159.
2. Press the ▲ or ▼ Navigation key to highlight the entry to be deleted.
3. Press **More 1/3** to display the **Delete** soft key, as shown in Figure 160.
4. Press **Delete**. The confirmation screen displays, as shown in Figure 161.
5. To confirm the deletion, press **Yes**.

NOTE The **Delete** key is not available when a System or Extension entry is highlighted in the Directory.

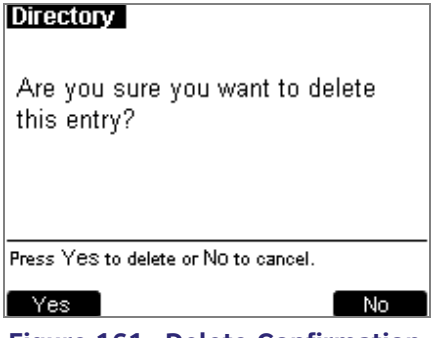


Figure 161. Delete Confirmation

Directory Sort

The Directory entries are sorted by first or last names. When you use the dial pad to search, the system searches for the names in the sort order.

To sort Directory entries:

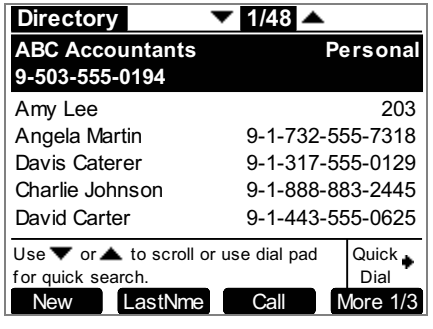


Figure 162. First Name Sort

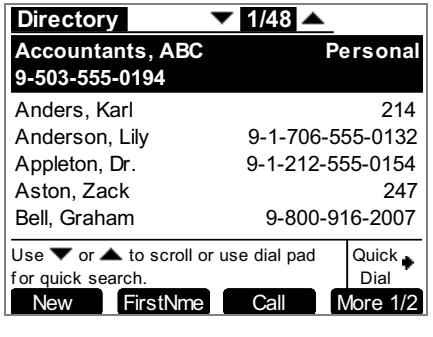


Figure 163. Last Name Sort

Press **DIRECTORY** to display the Directory, as shown in Figure 162.

- To sort the entries by last name, as shown in Figure 163, press LastNme.
- To sort the entries by first name, as shown in Figure 162, press FirstNme.

The Directory stays in the chosen sort order until you change it.

[Handset] Accessing the Directory with the Cordless Handset

You can also access the Directory with the optional SB67040 Cordless Handset.

All instructions start from the Idle screen.

- *"To access a Directory entry:" on page 138*
- *"To select the Directory list you see:" on page 139*.

[Handset] Accessing the Directory

To access a Directory entry:

Figure 164. DIR Key

Figure 165. Directory

1. Press **DIR** as shown in Figure 164. The Directory screen displays, as shown in Figure 165.
2. Press the ▲ or ▼ Navigation key to scroll to the desired entry.

   OR

   Press a Dial-Pad key, as shown in *"[Handset] Dial-Pad Entry" on page 48*, to reach the first name in the alphabetical Directory whose first letter matches or is next in the Directory after that letter. Then press the ▲ or ▼ Navigation key to scroll to the desired entry.
3. Press **EXIT** to return to the previous mode.

To do this with the Deskset, see *"Viewing Directory Entries" on page 130*.

To select the Directory list you see:

Figure 166. Directory

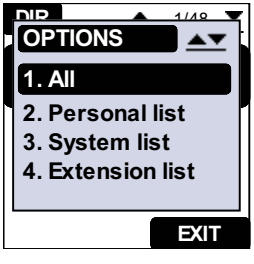


Figure 167. Options Menu

Your Handset displays **All** lists (the combination of your Personal list, the System list, and the Extension list) when you press **DIR**. However, you can temporarily view and select from a specific list.

1. Press **DIR** to access the Directory, as shown in Figure 166.
2. Press **LIST** to display the Options menu shown in Figure 167.
3. Press **1** though **4** to select the desired list.

   OR

   Use the △ or ▽ Navigation key to scroll to the desired list, then press **SELECT**.

NOTE You cannot sort the Directory from the Handset. The handset uses whatever sort order is set on the Deskset. See *"Directory Sort" on page 136*.

4. Press **EXIT** to return to the previous mode.

CHAPTER 6

VOICEMAIL

Your Synapse system records and saves incoming Voicemail messages. You can play, delete, or forward those messages. The MESSAGE WAITING LED, shown in *Figure 168 on page 141*, lights up when there is at least one new message and **# New Messages** displays on the Idle screen. The Voicemail messages are stored in one or more mailboxes. Each individual message can be up to 2 minutes. There are 30 minutes of Personal Message record time in the Personal Mailbox at each Deskset.

[**ATA**] If your system has an optional Analog Terminal Adapter (ATA), you may have access to one or more Group Mailboxes. Group Mailboxes allow more than one person access to Voicemail messages, which are stored in the ATA. The ATA has up to 60 minutes of record time, but a smaller limit may be set by your system administrator.

Access to Personal Messages is different than access to messages in Group Mailboxes.

- *"Voicemail Overview" on page 141*
- *"Accessing Your Messages" on page 143*
- *"[ATA] Accessing Group Mailboxes" on page 153*
- *"[Handset] Accessing Personal Voicemail with the Cordless Handset" on page 158.*

Voicemail Overview

When there is at least one new message, the MESSAGE WAITING LED lights up, as shown in Figure 168 and **# New Messages** displays on the Idle screen, as shown in Figure 169.

Figure 168. Message Waiting LED

You can access just your new messages by selecting **# New Messages** on the Idle screen. If your System Administrator has not set up a Group Mailbox whose messages you can access, a list of your new messages appears, as shown in *Figure 174 on page 144*. You can also access all messages (old and new) by pressing **MESSAGES**. A list of all messages appears, as shown in *Figure 171 on page 142*.

[ATA] If your system has an optional ATA, you may have access to one or more Group Mailboxes. The **# New Messages** count includes your new private messages and any new messages in any Group Mailboxes to which you are assigned.

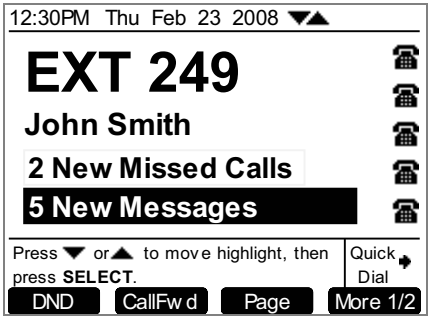


Figure 169. Idle Screen New Messages

[ATA] If you select **# New Messages** or press **MESSAGES**, a list of Mailboxes appears, as shown in Figure 170. Users with this screen would have access to their own Voicemail and messages stored in the sales department Group Mailbox.

You then select a Mailbox to access the messages stored in that Mailbox. Your Personal Mailbox is always at the top of the list of Mailboxes to which you have access.

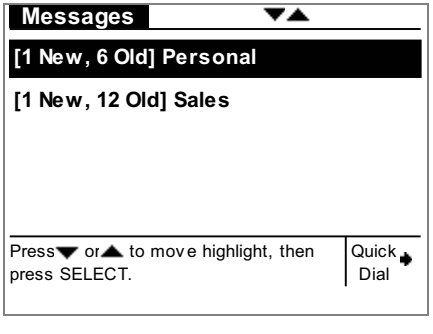


Figure 170. Group Mailbox List

Voicemail Messages

When messages display, they appear in a list similar to the list shown in Figure 171. Pressing the ▲ or ▼ Navigation key cycles through the messages in the list. Pressing the ◀ or ▶ Navigation key cycles through options for dialing.

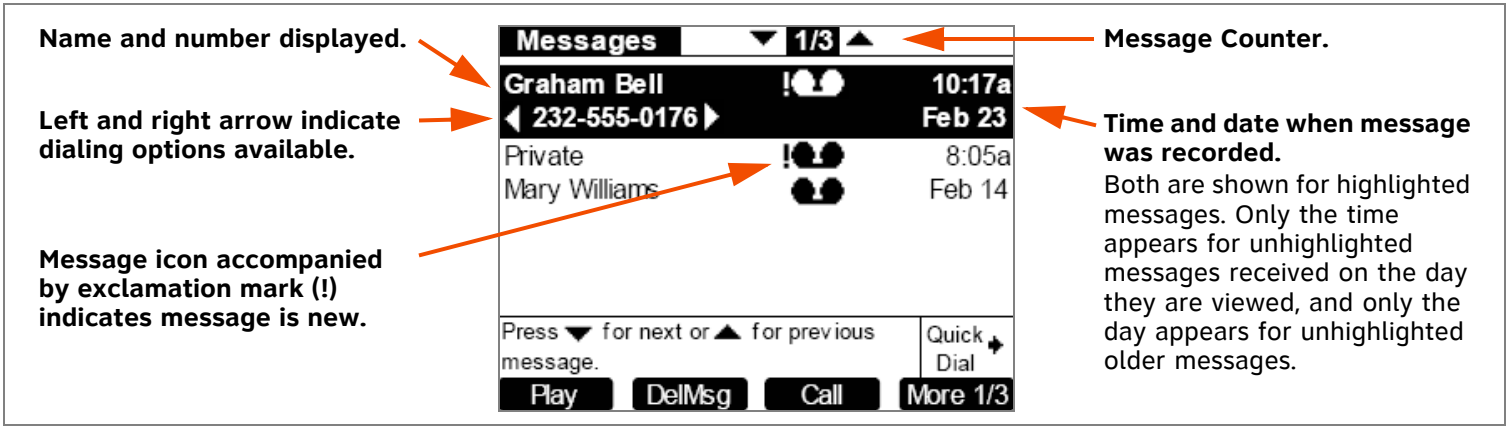


Figure 171. Voicemail List

Table 12. Voicemail List Description

Key	Description	Key	Description	Key	Description	Key	Description
Play	Plays message.	DelMsg	Deletes highlighted Voicemail message from Message list.	Call	Dials the selected entry.	More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. **More 1/3** indicates that you are on page one of three.
FwdMsg	Initiates Message Forward function.	DelAll	Deletes all messages.	PlayAll	Plays all messages.		
MrkNew	Marks an old message as new.			ClerNew	Marks all messages as old.		

Accessing Your Messages

Access to your messages is different whether or not you have access to any Group Mailboxes. If you do not have access to a Group Mailbox, you can access just your new messages by selecting **# New Messages** on the Idle screen. A list of your new messages appears, as shown in *Figure 174 on page 144*. You can also access all messages (old and new) by pressing **MESSAGES**. A list of all messages appears, as shown in *Figure 171 on page 142*.

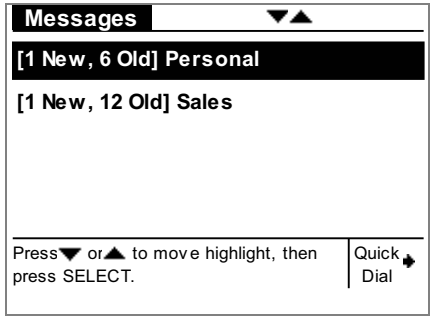


Figure 172. Group Mailbox Lists

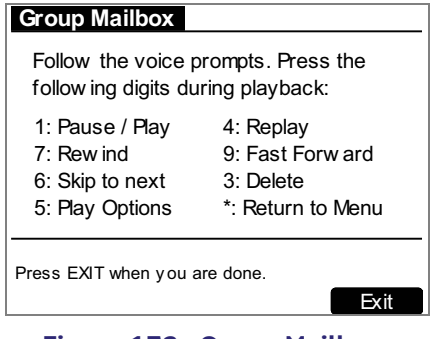


Figure 173. Group Mailbox Instructions

If you have a password set, use the dial pad to enter your user password and press **SELECT**.

> **NOTE** Once you have entered your password, you do not have to enter it again while playing other messages. However, if you exit the messages or go to another telephone feature, you will need to enter your password the next time you access the Messages feature.

[ATA] If you have access to at least one Group Mailbox and you select **# New Messages** or press **MESSAGES**, you are prompted to enter your password, if you created one. A list of Mailboxes to which you have access appears, similar to the screen shown in Figure 172. Users with this example screen would have access to their own Voicemail in the **Personal** Mailbox and messages stored in the **Sales** Group Mailbox.

Press the △ or ▽ Navigation key to highlight the desired Mailbox, and press **SELECT**.

If you select **Personal**, the list of your personal Voicemail messages appears, as shown in *Figure 171 on page 142*.

If you select a Group Mailbox, the Group Mailbox Instructions screen displays, as shown in Figure 173 and the voice prompts begin. See *"[ATA] Accessing Group Mailboxes" on page 153*.

Personal Message Playback

You can play either a single message or all of the Voicemail messages in your Personal Mailbox.

To play a single new Personal Message:

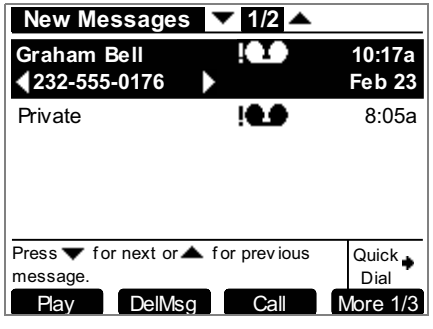


Figure 174. New Messages

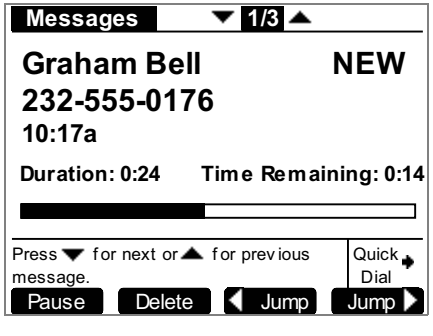


Figure 175. Message Playback

1. Open your new Personal Messages list, as shown in Figure 174.

   See *"Voicemail Messages" on page 142* for a full description of the Voicemail screen elements.

2. Highlight the desired message using the △ or ▽ Navigation key and press Play.

   The **NEW** tag, as shown in Figure 175, appears on messages that are being played for the first time. You have the following options during message playback:

   - Press Pause to pause message playback.
   - Press Delete to delete the message. If there are more messages, the next message is highlighted.
   - Press Jump or Jump to jump back or forward in 8-second increments.
   - Press the ▽ or △ Navigation key to skip to the previous or next message.
   - Press **CANCEL** to cancel playback and leave the highlight on the last played message.

To do this with the Cordless Handset, see *"[Handset] Retrieving Personal Voicemail" on page 160*.

To play all new Personal Messages:

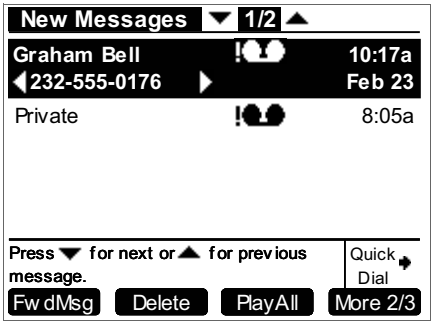


Figure 176. Play All Messages

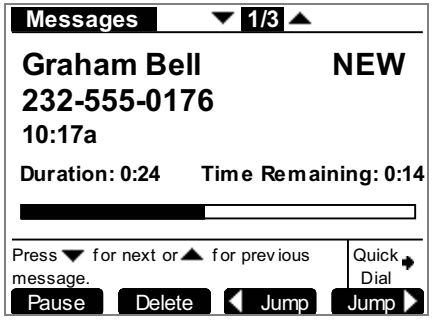


Figure 177. Message Playback

1. Open your new Personal Messages list, as shown in *Figure 174 on page 144*.
2. Press More 1/3 to display the screen shown in Figure 176.
3. To play all new messages, press PlayAll. The screen shown in Figure 177 displays.
   - The system starts with the oldest and ends with the most recent. There is a short beep between messages. The **NEW** tag appears on messages that are being played for the first time.
   - Press Pause to pause message playback.
   - Press Jump or Jump to jump back or forward in 8-second increments.
   - Press the ▽ or △ Navigation key to skip to the previous or next message.
   - If all messages play without interruption, you return to the Messages list with the highlight on the last played message.
   - Press **CANCEL** to cancel playback and leave the highlight on the last played message.

To play old and new Personal Messages:

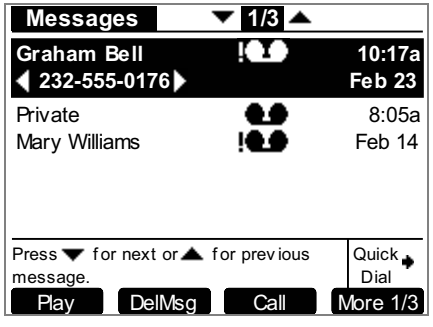


Figure 178. List All Messages

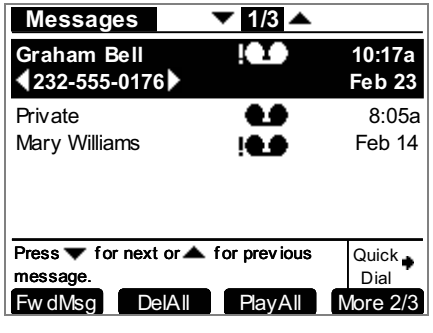


Figure 179. Play All Messages

1. Press **MESSAGES** to view the entire Message list, as described in *"Accessing Your Messages" on page 143*. The Messages list displays, as shown in Figure 178. The list is sorted with the newest messages at the top of the list.
2. To play a specific message only, press the ▲ or ▼ Navigation key to highlight the desired message, then press **Play**.

   OR

   To play all messages, press **More 1/3** and then press **PlayAll**, as shown in Figure 179.

   The Message Playback screen displays, as shown in Figure 180.

   - Press **Pause** to pause message playback.
   - Press **Delete** to delete the message. If there are more messages, the next message is selected.
   - Press **◀ Jump** or **Jump ▶** to jump back or forward in 8-second increments.
   - Press the ▼ or ▲ Navigation key to skip to the previous or next message.
   - Press **CANCEL** to cancel playback and leave the highlight on the last played message.

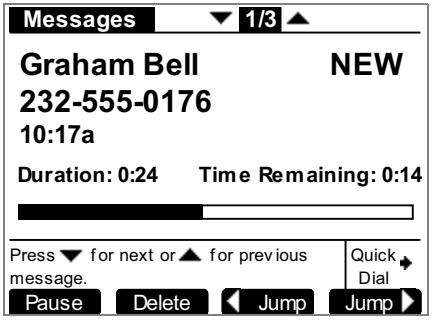


Figure 180. Message Playback

Forwarding a Personal Message

To forward a personal Voicemail message:

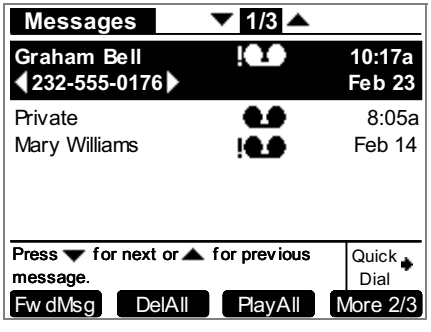


Figure 181. Message List, More 2/3

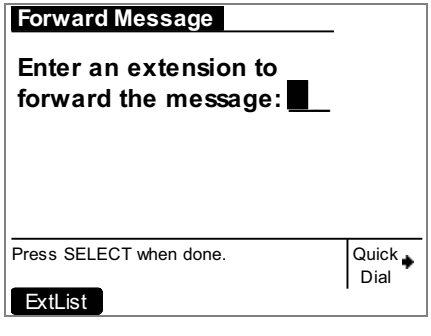


Figure 182. Forward Message

1. Open your new or full Personal Messages list, as described in *"Accessing Your Messages" on page 143*. A Messages list displays, such as the one shown in Figure 181.
2. Highlight the desired message using the ▲ or ▼ Navigation key.
3. Press **More 1/3** to display the soft keys, as shown in Figure 181.
4. Press **FwdMsg** to begin the forwarding process. The Forward Message screen, as shown in Figure 182 displays.
5. Enter the extension using the dial pad.

   OR

   Press **ExtList** and choose an extension from the Extension list shown in *Figure 183 on page 148*.

   - Highlight the desired extension using the ▲ or ▼ Navigation key.

NOTE Group Mailbox messages cannot be forwarded.

To forward a personal Voicemail message: (Continued)

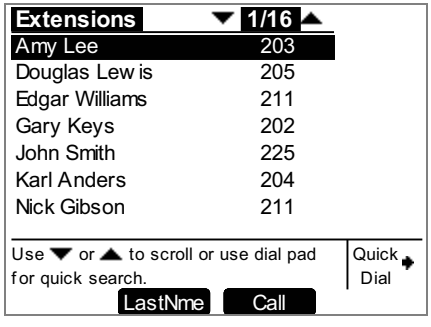


Figure 183. Extension List

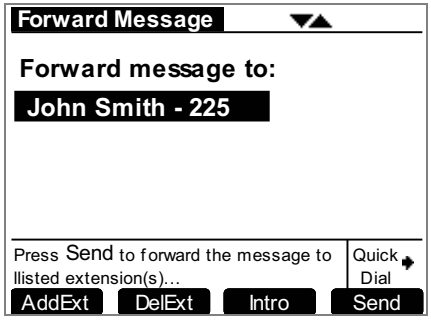


Figure 184. Message Destination

- To select an extension, press **SELECT**. The screen displays, as shown in Figure 184.

  You have the following options:

  - Press AddExt to add another extension. Messages can be forward to three extensions simultaneously. Highlight the desired extension and press **SELECT**.
  - Press DelExt to remove the currently highlighted extension from the list.
  - Press Intro to record an introductory message. See *"To record an introductory message:" on page 149*.

6. Press Send to forward the message.

   The Message Forwarded screen shown in Figure 185 displays. The forwarded message displays in the recipient's Messages list.

To do this with the Cordless Handset, see *"[Handset] Managing Personal Voicemail" on page 163.*

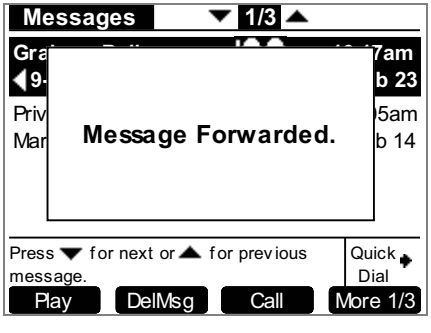


Figure 185. Message Forwarded

Recording an Introductory Message

You have the option of recording an introduction to send with a forwarded message.

To record an introductory message:

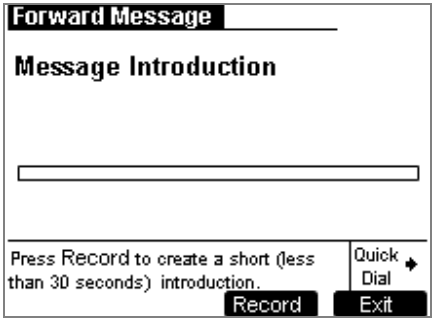


Figure 186. Forward Message Introduction

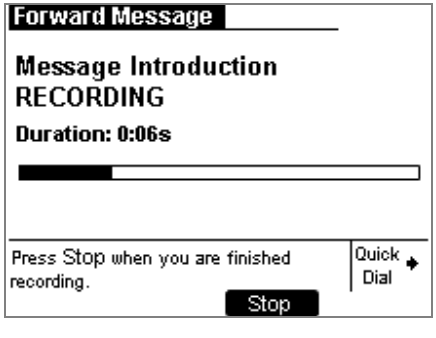


Figure 187. Forward Message Introduction Recording

1. Display the **Forward Message** screen by performing steps 1 through 5 of *"To forward a personal Voicemail message:" starting on page 147*.
2. Press Intro to record an introduction. The screen shown in Figure 186 displays.
3. Press Record to begin recording. The soft key changes to Stop and the word **RECORDING** displays, as shown in Figure 187.
4. When finished recording, press Stop. Reaching the 30-second limit automatically stops recording. The screen shown in Figure 188 displays.

   You have options to play, delete, and record the announcement again.
5. Press Exit to display the Forward Message screen as shown in *Figure 185 on page 148*. **Message Introduction Attached** displays on the screen.
6. Press Send to forward the message with the introduction message attached.

Figure 188. Message Introduction

Deleting Personal Messages

You can delete a single Personal Message or all Personal Messages from the Messages list or from message playback.

To delete a single message or all Personal Messages:

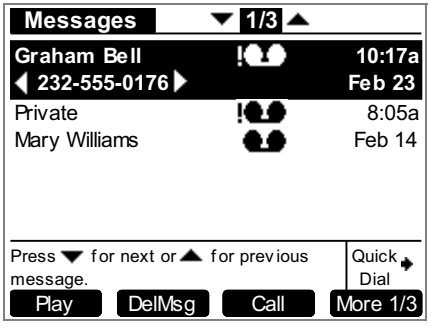


Figure 189. Messages List

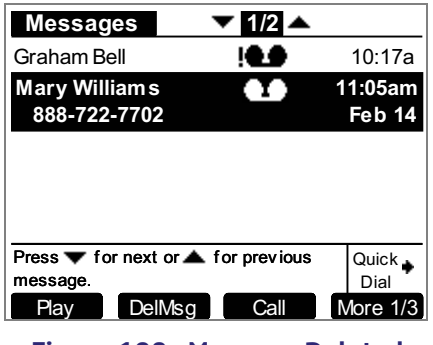


Figure 190. Message Deleted

1. Open your new or complete Personal Messages list, as described in *"Accessing Your Messages" on page 143*. A Messages list displays, such as the one shown in Figure 189.
2. Press the ▲ or ▼ Navigation key to highlight the desired message.
3. Press **DelMsg** to delete the message.

   The system removes the message from the list and highlights the next message, as shown in Figure 190.

   OR

   To delete all messages:

   a. Press **More 1/3** and then press **DelAll**.

   The confirmation screen displays, as shown in Figure 191.

   b. Press **Yes** to confirm.

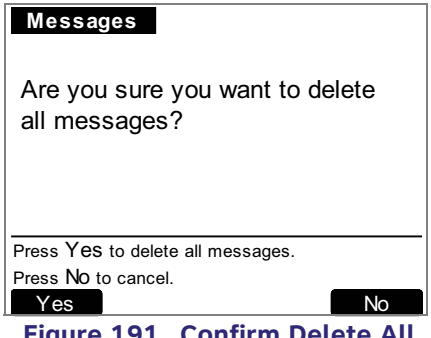


Figure 191. Confirm Delete All

NOTE All messages are deleted, whether they are new (unheard) or not.

To do this with the Cordless Handset, see *"[Handset] Managing Personal Voicemail" on page 163*.

To delete messages from Group Mailboxes, see *"[ATA] Accessing Group Mailboxes" on page 153*.

New Personal Message Status Indications (! Icons)

You can add a new message indication (**!** icon) or delete all new indications from the Message list. Messages display with an exclamation point to indicate that the message has not been played.

To clear new Personal Message indications:

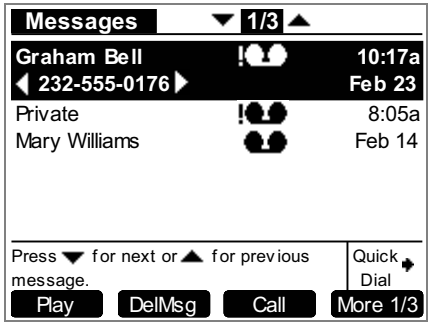


Figure 192. Messages List

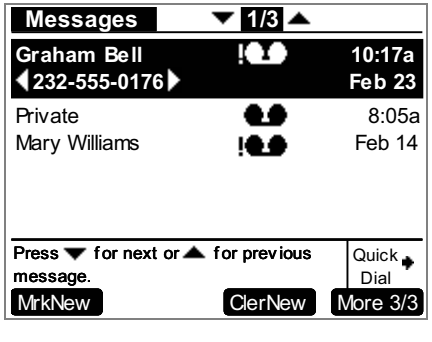


Figure 193. Messages List, ClerNew Soft Key

1. Open your new or complete Personal Messages list, as described in *"Accessing Your Messages" on page 143*. A Messages list displays, such as the one shown in Figure 192.
2. Press More 1/3 then More 2/3 to display the soft keys, as shown in Figure 193.
3. Press ClerNew to clear all new message indications and display the Message list without exclamation points, as shown in Figure 194.

NOTE In Group Mailboxes, there is no visual indicator of new messages.

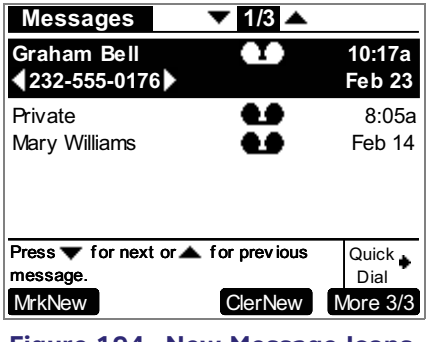


Figure 194. New Message Icons Cleared

To restore a new Personal Message indication:

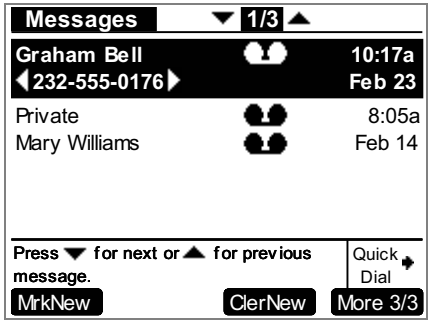


Figure 195. Message List, Unmarked Entry

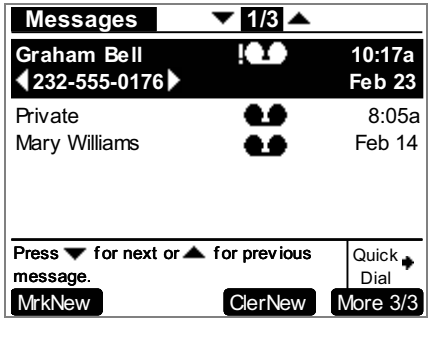


Figure 196. Message List, Marked Entry

1. Open your new or complete Personal Messages list, as described in *"Accessing Your Messages" on page 143*. A Messages list displays, such as the one shown in Figure 195.
2. Press **More 1/3** then **More 2/3** to display the soft keys, as shown in Figure 195.
3. Press the △ or ▽ Navigation key to highlight the desired message.
4. Press **MrkNew** to mark the currently highlighted message as new, as shown in Figure 196.

[ATA] Accessing Group Mailboxes

If your system administrator gave you access to at least one Group Mailbox, you can access Group Mailbox messages. These Group Mailboxes provide general delivery of voicemail messages to a group within an organization. Only subscribers can access these Voicemail messages.

To play a Group Mailbox message:

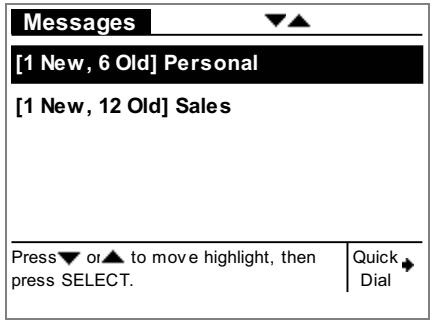


Figure 197. Group Mailboxes

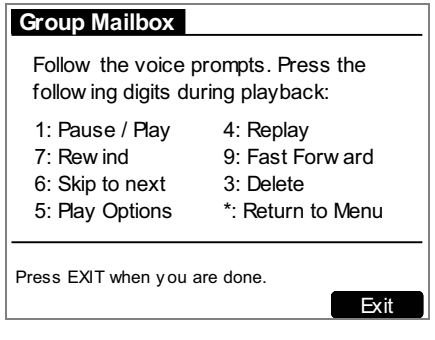


Figure 198. Group Mailbox Instructions

1. Press **MESSAGES** to view the entire Message list, as shown in Figure 197 (or **# New Messages** to view only new messages).
2. Press the ▽ or △ Navigation key to highlight a Group Mailbox, and press **SELECT**.

   The Group Mailbox Instructions screen displays, as shown in Figure 198, and the voice prompts begin. You will be instructed to enter **1** for new messages and **2** for old messages.

   The screen lists the playback options for the Group Mailbox. These options can be used once a messages is playing:

1: Pause / Play	4: Replay
7: Rewind	9: Fast Forward
6: Skip to next	3: Delete
5: Play Options	*: Return to Menu

3. When you are finished, press Exit, hang up the handset, or if the speakerphone is on, press **SPEAKER** to end the session.

To play a Group Mailbox message: (Continued)

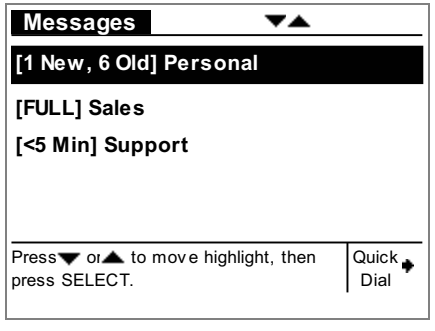


Figure 199. Full Group Mailboxes

NOTE

If you receive an incoming call while playing Group Mailbox Voicemail, the incoming call appears on the Deskset screen accompanied by a call-waiting tone. Message playback is not interrupted.

The optional Cordless Handset does not support the Group Mailbox feature. The "New Messages" notification on the Handset displays only the new message count from the Personal Mailbox. Group Mailbox subscribers with a Cordless Handset may notice that the New Message counts on the Deskset and Cordless Handset do not match.

When Group Mailboxes are nearly full, **[<5 Min]** appears, and when they are full, **[Full]** appears next to that Group Mailbox, as shown in Figure 199. Delete messages to make more room.

Personal Voicemail Remote Operations

Remote access allows you to listen to Personal Messages or change the recorded greeting when you are away from work. Follow the voice prompts and press the appropriate Dial-Pad keys to navigate through the system. The voice prompts in a menu list are repeated three times with a 5-second pause between. After three times with no action, the voice says "Goodbye" and the remote call is disconnected.

Listening to the time/date stamp information of a message does not count as listening to the message. If you access the Voicemail through remote access and skip to another message while the time or date is playing, the message is still considered new.

NOTE You cannot remotely access Group Mailboxes.

To access Voicemail remotely:

1. Dial your company phone number.
2. After the call is answered, enter your extension number.
3. Immediately press the star twice (**). You will hear, "Enter your access code, followed by the pound sign."
4. Enter your user password (if you have created one), then enter pound (#) to listen to your messages.

   Even if you have not created a password, you must still enter the pound (#) after entering nothing for your password. See *"To access Voicemail remotely – listen to messages:" on page 156.*

NOTE You need to get to your Personal Mailbox to access your messages remotely. If Call Forward All or Call Forward–No Answer is on and set to an extension or an outside line, or if Auto Answer is on, remote access to Voicemail is not supported as calls do not access your mailbox.

To access Voicemail remotely – listen to messages:

Once you have accessed the system, the Main Menu plays. From this menu you can listen to old or new messages as illustrated in Figure 200. You have the following options:

- To listen to new messages, press **1**.
- To listen to old messages, press **2**.

  Once you press 1 or 2, and the messages start playing, you have the following options:
- To change Voicemail options, press **8**.
- To stop message playback, press **5**.
- 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 previous menu, press star *.

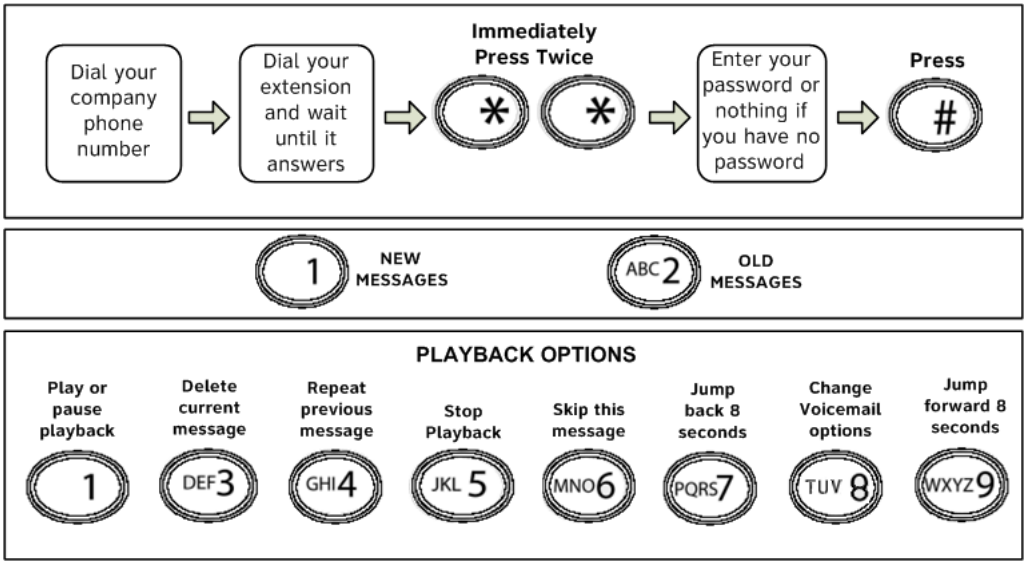


Figure 200. Remote Voicemail Access

To access Voicemail remotely – Voicemail greeting setup:

1. To set up the Voicemail greeting, access the system and press **8**. As illustrated in the flow diagram in Figure 201, you have the following options:
   - To record a primary greeting, press **1**.
   - To record an alternate greeting, press **2**.
   - To cycle through the greetings to choose the one you want callers to hear, press **7**.
2. Begin recording after the tone.
3. To end the recording, press **5**.

   Select one of the following options:
   - To review the recording, press **1**.
   - To record over the greeting, press **3**.
   - To accept the greeting, press **9**.

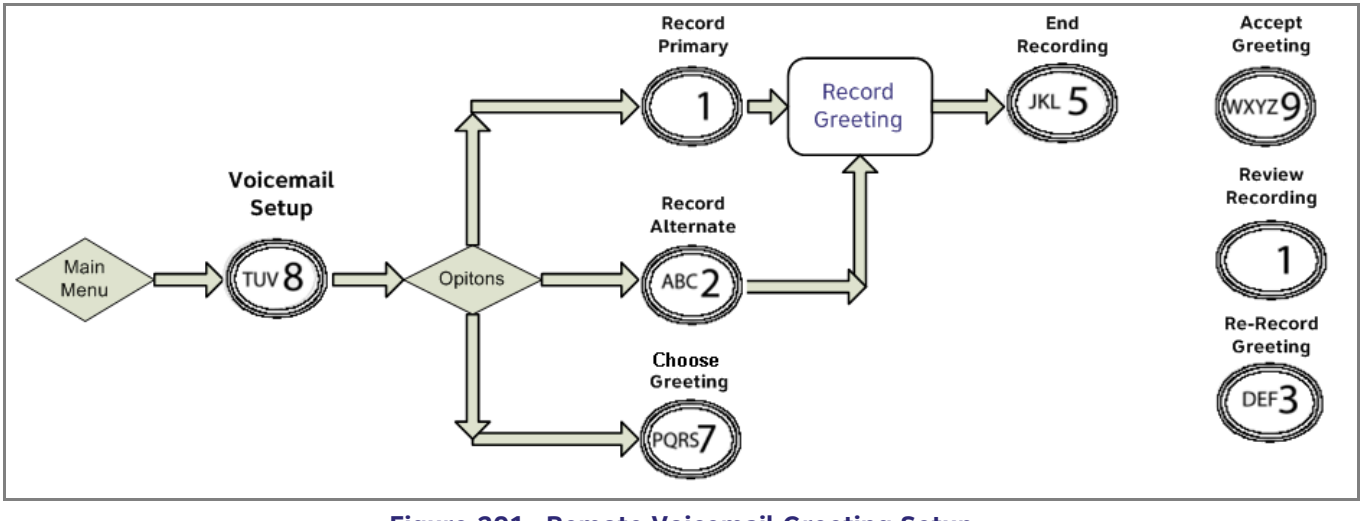


Figure 201. Remote Voicemail Greeting Setup

[Handset] Accessing Personal Voicemail with the Cordless Handset

You can also access your personal Voicemail with the optional SB67040 Cordless Handset:

- *"[Handset] Voicemail Notification" on page 159*
- *"[Handset] Retrieving Personal Voicemail" on page 160*
- *"[Handset] Reviewing Voicemail Records" on page 161*
- *"[Handset] Managing Personal Voicemail" on page 163.*

[Handset] Voicemail Notification

Unanswered incoming calls are handled according to the Call Forward–No Answer setting. The default setting is to send the calls to personal Voicemail. You can also forward a ringing call to your personal Voicemail by pressing **FWD-VM**, as shown in Figure 202.

Figure 202. Incoming Call

Figure 203. Voicemail Notification

If a caller leaves a personal Voicemail message, the Idle screen displays a **New MSGs** indication, as shown in Figure 203.

Once the new message is reviewed in the Voicemail records, the Handset updates the Idle screen notification.

NOTE Messages left in Group Mailboxes are not displayed on or accessible from the Cordless Handset.

[Handset] Retrieving Personal Voicemail

To retrieve personal Voicemail:

Figure 204. Message Review

Figure 205. New Message Review

1. Press **MSGs** from the Idle screen shown in *Figure 203 on page 159* to retrieve all personal Voicemail. The Message Review screen shown in Figure 204 displays.

   OR

   When **# New MSGs** is highlighted, press **SELECT** to play new Personal Messages. The New Message Review screen displays, as shown in Figure 205.

NOTE If you have created a user password, you are prompted to enter it.

2. You have the following options:

   - Press **PLAY** to begin playing the Voicemail. See *"[Handset] Reviewing Voicemail Records" on page 161*.
   - Press **EXIT** to return to the Idle screen.

To do this with the Deskset, see *"Personal Message Playback" on page 144*.

[Handset] Reviewing Voicemail Records

Reviewing Voicemail records:

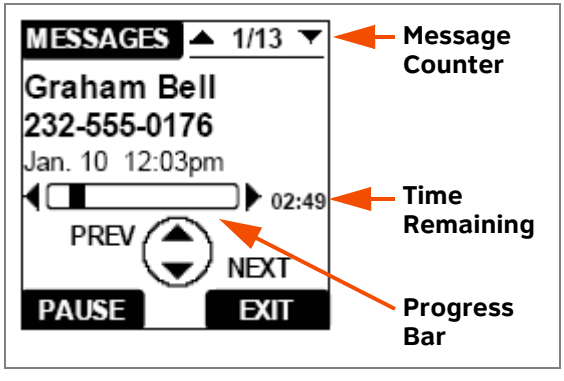


Figure 206. Message Playback

- Press **PLAY** to begin Voicemail message playback, as shown in Figure 206. Once message playback starts:
  - The **PLAY** soft key becomes **PAUSE**.
  - The message progress bar indicates how much of the message has played.
  - The message timer displays the remaining time, in seconds, of message playback.
  - Press **SPEAKER** to hear message playback through the speaker.
  - Press the ◁ Navigation key to jump back in eight-second increments.
  - Press the ▷ Navigation key to jump forward in eight-second increments.
  - Press the △ Navigation key to play the previously numbered message.
  - Press the ▽ Navigation key to play the next numbered message.

Reviewing Voicemail records: (Continued)

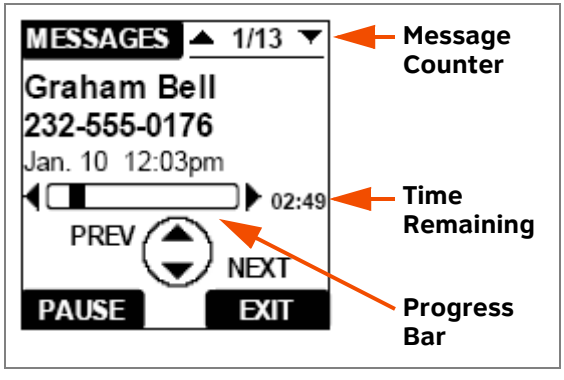


Figure 207. Message Playback

- Press **PHONE** to exit message playback and call the phone number from the message.

NOTE For outside phone numbers in Voicemail and CID lists, Synapse dials a 9 and then dials the number in the display. Therefore, numbers that need editing (adding a preceding 1 or a country code, or removing the area code) cannot be dialed from Voicemail.

- Press **OPTIONS** to access the Options menu. See *"[Handset] Managing Personal Voicemail" on page 163*. If a message is playing, message playback stops.
- Press **EXIT** to return to Idle mode.
- To do this with the Deskset, see *"Personal Message Playback" on page 144*.

[Handset] Managing Personal Voicemail

You can delete a message or forward a message to an internal extension.

To delete a message:

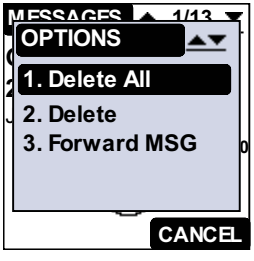


Figure 208. Message Options

Figure 209. Delete All Messages

Press **OPTIONS** while playing a message. Message playback stops and the screen shown in Figure 208 displays. You have the following options:

- To delete all of your messages:

  a. Press **1**. The screen shown in Figure 209 displays.

  b. Press **YES** to confirm. Press **NO** to cancel.

- To delete the selected message:

  Press **2**.

  The screen shown in Figure 210 briefly displays to confirm that the message has been deleted. You then return to the Message Review screen.

  To do this with the Deskset, see *"Deleting Personal Messages" on page 150*.

Figure 210. Delete Confirmed

To forward a message:

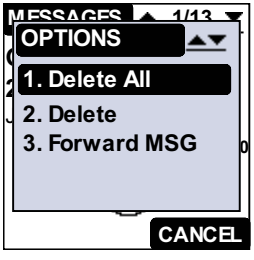


Figure 211. Message Options

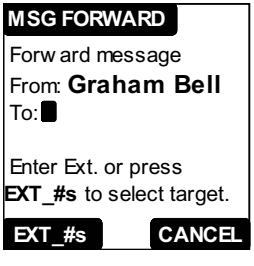


Figure 212. Begin Forward Message

1. From Messages playback mode, press **OPTIONS**. Message playback stops and the screen shown in Figure 211 displays.
2. Press **3** to display the Message Forward screen, shown in Figure 212.
3. Enter the Extension number:
   - Using the dial pad.

     OR

   - Press **EXT_#s** to display the Extension list shown in Figure 213.
     - Press the ▲ or ▼ Navigation key to scroll through the Extension list. Then press **SELECT**.

       OR

     - Use the dial pad to find the desired entry by name. See *"Deskset Dial-Pad Entry" on page 28*.

   Once you have selected the destination, **SEND** appears, as shown in Figure 214.

Figure 213. Extension List

Figure 214. Forward Message Confirmation

To forward a message: (Continued)

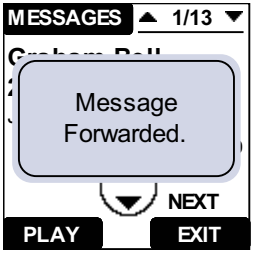


Figure 215. Message Forwarded Confirmation

4. Press SEND to forward the message to the selected extension.
   - The confirmation screen shown in Figure 215 displays to confirm that the message has been forwarded.
   - The Handset returns to the same message screen, as shown in Figure 216.

To do this with the Deskset, see *"Forwarding a Personal Message" on page 147*.

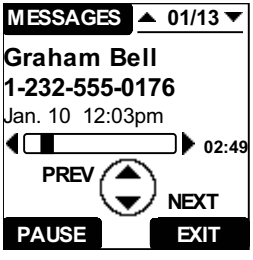
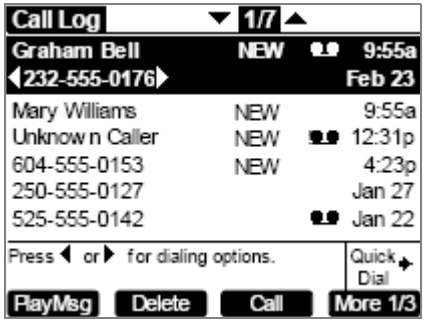


Figure 216. Message Review

CHAPTER 7

CALL LOG



The Call Log provides available name and number information for the last 50 calls received, whether a message was left or not. The newest entries replace the oldest.

- *"Using the Call Log" on page 167*
- *"Managing Missed Calls" on page 168*
- *"Reviewing the Call Log List" on page 169*
- *"Storing Call Log Entries" on page 172*
- *"Deleting Call Log Entries" on page 173.*

You can display the entire Call Log shown in *Figure 217 on page 167* by pressing **CALL LOG**. You can display the unanswered calls that you have not yet seen by highlighting **# New Calls** in the Idle screen and pressing **SELECT**.

You can also access the Call Log with an optional Cordless Handset. See *"[Handset] Accessing the Call Log with the Cordless Handset" on page 175*.

NOTE

This system has a caller ID feature that works with the caller identification service offered through your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone service providers use compatible equipment.

Using the Call Log

The Call Log soft keys, as shown in Figure 217, are available whenever the Call Log has at least one entry.

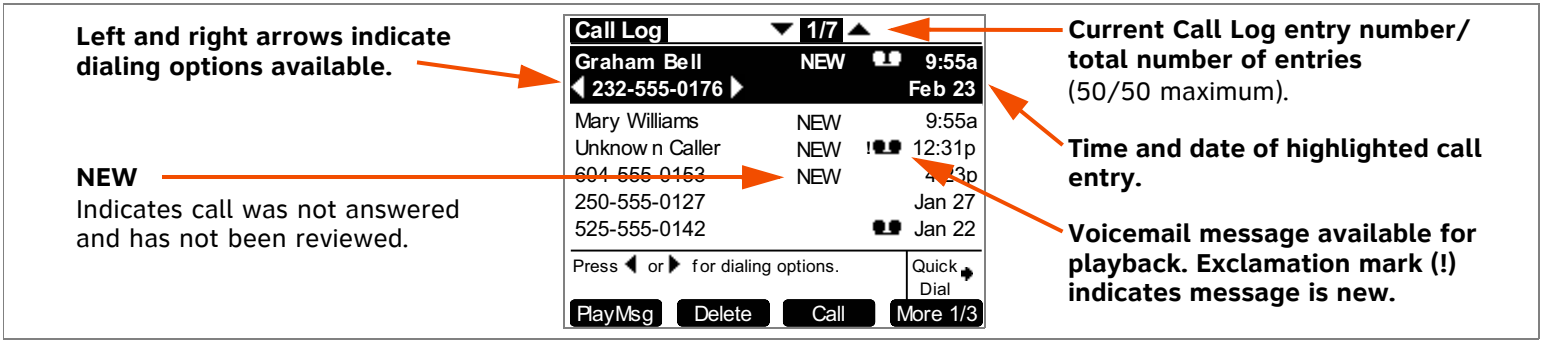


Figure 217. Call Log Functions

Table 13. Call Log Soft keys

Key	Description	Key	Description	Key	Description	Key	Description
PlayMsg	Plays message. Only present when there is a message recorded.	Delete	Deletes the highlighted entry.	Call	Dials the highlighted entry.	More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. **More 1/3** indicates that you are on page one of three.
Store	Stores number in your Personal list.	DelAll	Deletes all entries.	ClerNew	Marks all new calls as old.		
Details	Shows you more details.						

- The Voicemail message icon appears in call entries where the caller left a message. The icon remains until you delete the message.
- Entries not highlighted display the time for calls received on the current day. Calls before the current day display the date.

Managing Missed Calls

All incoming calls are recorded in the Call Log unless Call Forward is on. Unanswered calls that have not been reviewed are considered new.

To view missed calls:

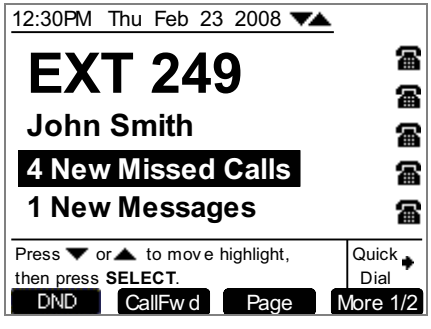


Figure 218. Missed Calls

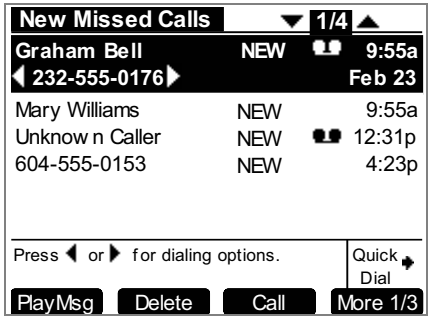


Figure 219. New Call Log

If you answer a call, the call appears in the Call Log list that you access by pressing **CALL LOG**.

New Missed Calls are unanswered calls that have not been reviewed. The system notifies you of any new calls on the Idle screen, as shown in Figure 218.

To display the New Missed Calls list, as shown in Figure 219, highlight **# New Missed Calls** and press **SELECT**.

- In the New Missed Calls list, a call record is no longer considered new once you highlight it.
- Once a new call is reviewed in the New Calls list or the Call Log, the **# New Missed Calls** is reduced by one. If there are no new calls, the notification displays **0 New Missed Calls.**

To do this with the Cordless Handset, see *"[Handset] Managing Missed Calls" on page 177*.

Reviewing the Call Log List

To review the Call Log list:

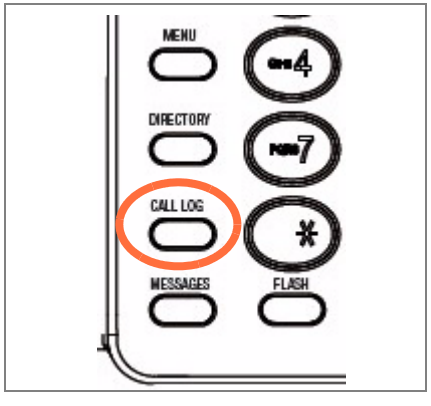


Figure 220. CALL LOG Key

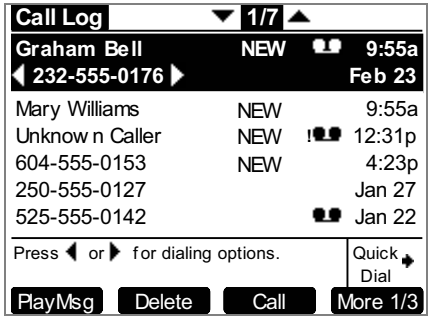


Figure 221. Call Log

1. Press **CALL LOG** to display the Call Log for this extension, as shown in Figure 220 and Figure 221.
2. Press the ▲ or ▼ Navigation key to scroll to the desired Call Log entry.
   - Press Call to dial out the selected (highlighted) number in the Call Log.
   - Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press the ◀ or ▶ Navigation key to step through the dialing options. The options are in a circular list, so if you press the ▶ Navigation key when the last option is visible, you return to the first option. The following dial options are available:
     - nnn–nnnn (7 digits)
     - 1–nnn–nnnn (8 digits)
     - nnn–nnn–nnnn (10 digits)
     - 1–nnn–nnn–nnnn (11 digits).
   - Press Delete to delete the selected entry.
   - To display details of any entry, see *"To view entry details from the Call Log:" on page 170*.
3. Press **CANCEL** to exit the Call Log.

To do this with the Cordless Handset, see *"[Handset] Reviewing the Call Log" on page 178*.

To view entry details from the Call Log:

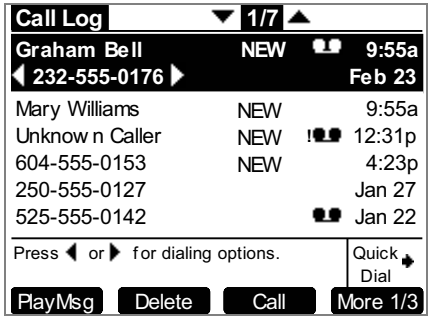


Figure 222. Call Log

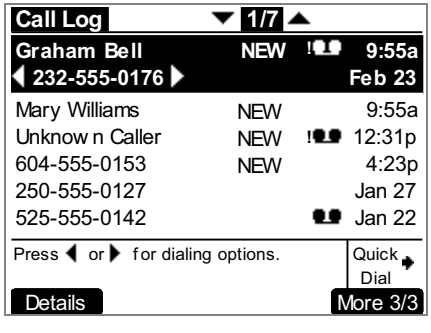


Figure 223. Call Log, More 3/3

1. Press **CALL LOG** to display the Call Log, as shown in Figure 222.
2. Press More 1/3 then More 2/3 to display the third set of soft keys, shown in Figure 223.
3. Press Details. The screen shown in Figure 224 displays.

   The Call Log Details screen contains the following information:

   - The name and number of the caller (if available).
   - The **NEW** tag if this is the first review of the Call Log entry.
   - The message icon if the caller left a message.
   - The time and date of the call.
   - The **Msg Length** if the caller left a message.

   When viewing Call Log details, you can call the number listed, save the number in the Directory, delete the entry, step to other entries by pressing the ▲ or ▼ Navigation key, or you can play the associated Voicemail message (if available).
4. Press **CANCEL** to exit the Call Log.

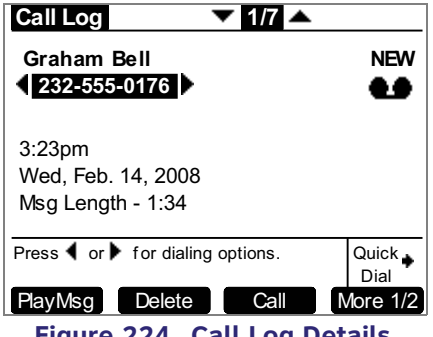


Figure 224. Call Log Details

Voicemail Messages in Call Logs

If the caller left a Voicemail message, you can play the message from the Call Log list or from Call Log Details.

To play a Voicemail message from the Call Log:

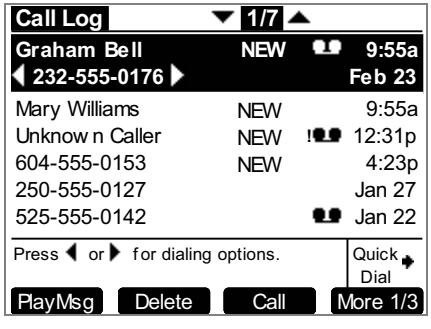


Figure 225. Call Log

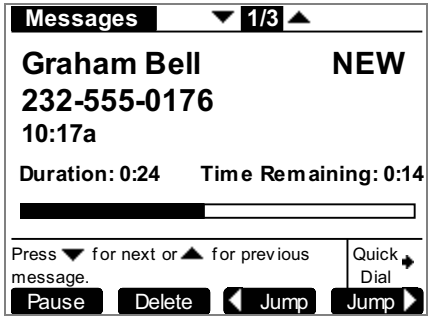


Figure 226. Message Detail

1. Press **CALL LOG** to display the Call Log, as shown in Figure 225.
2. Highlight the desired message using the ▲ or ▼ Navigation key and press PlayMsg. The Messages screen shown in Figure 226 displays.

NOTE PlayMsg only appears if the call has an associated Voicemail.

If necessary, use the dial pad to enter your user password and press **SELECT**.

3. Press Delete while the message is playing to delete the voice message. There is a slight delay until the message indicators change.
4. When the message playback completes, the Call Log displays.
5. Press **CANCEL** to exit the Call Log.

To do this with the Cordless Handset, see *"[Handset] Playing Voicemail Messages in the Call Log" on page 179*.

Storing Call Log Entries

To store a Call Log entry into your Personal list:

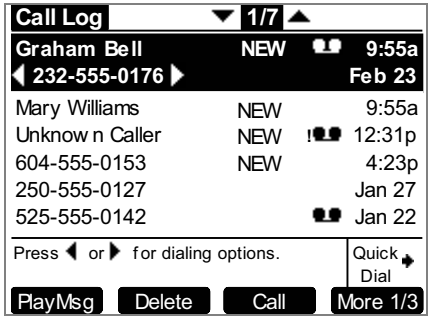


Figure 227. Call Log

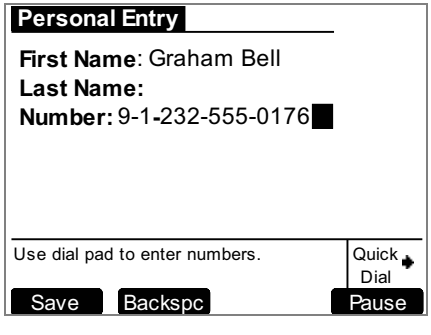


Figure 228. Personal Entry Edit

1. Press **CALL LOG** to display the Call Log, as shown in Figure 227.
2. Press More 1/3, to cycle the Call Log soft key options to the second set of soft keys, then press Store to store the entry in your Personal list. The screen shown in Figure 228 displays.

   The caller information fills in the **First Name** and **Number** fields.
3. To create the Last Name or to edit any field, use the ▽ or △ Navigation key and the dial pad. See *"Deskset Dial-Pad Entry" on page 28*.

NOTE

In the example in Figure 228, you must add a **9** before the phone number, because it is an outside phone number, and **1** if it is a long distance number.

The system does not check for duplicate entries.

4. Press Save to store the entry and return to the Call Log shown in Figure 227.
5. Press **CANCEL** to exit the Call Log.

Deleting Call Log Entries

The user can delete a single Call Log entry, or all Call Log entries.

To delete a single Call Log entry:

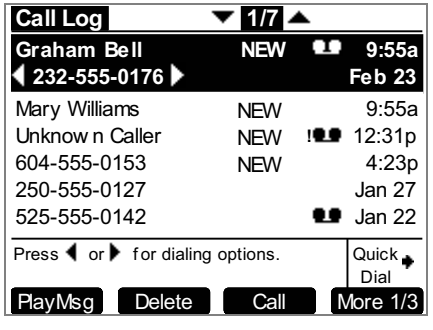


Figure 229. Call Log

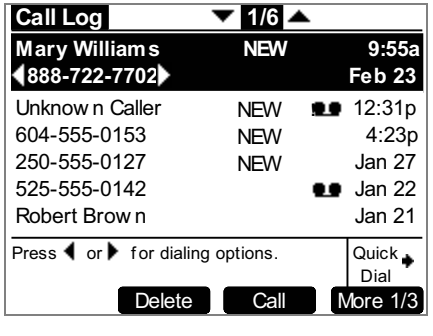


Figure 230. Deleted Entry

1. Press **CALL LOG** to display the Call Log, as shown in Figure 229.
2. Press Delete. The highlighted entry is removed from the list and the next entry is then highlighted, as shown in Figure 230.
3. Press **CANCEL** to exit the Call Log.

To do this with the Cordless Handset, see *"[Handset] Deleting Call Log Entries" on page 180*.

You can delete all entries only when viewing the Call Log list from Idle mode.

To delete all Call Log entries:

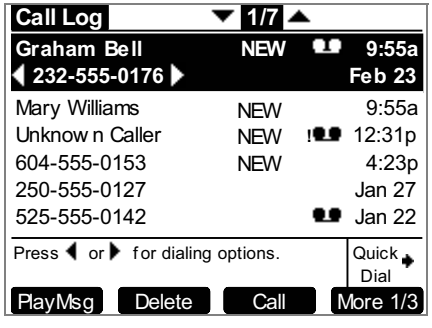


Figure 231. Call Log, 1 of 3

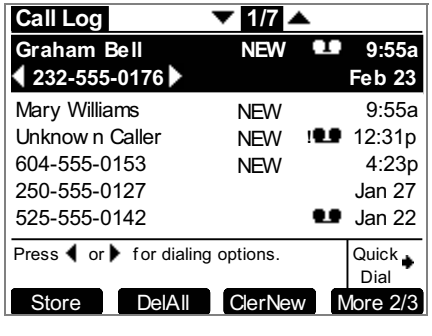


Figure 232. Call Log, 2 of 3

1. Press **CALL LOG** to display the Call Log, as shown in Figure 231.
2. Press More 1/3 to cycle the Call Log soft key options to the second set of soft keys, as shown in Figure 232.
3. Press DelAll to delete all entries in the Call Log. The confirmation screen, as shown in Figure 233 displays.
4. Press Yes to confirm the deletion. All entries disappear and there are no soft keys available, as shown in Figure 234.
5. Press **CANCEL** to exit the Call Log.

To do this with the Cordless Handset, see *"[Handset] Deleting Call Log Entries" on page 180*.

Figure 233. Delete Confirmation

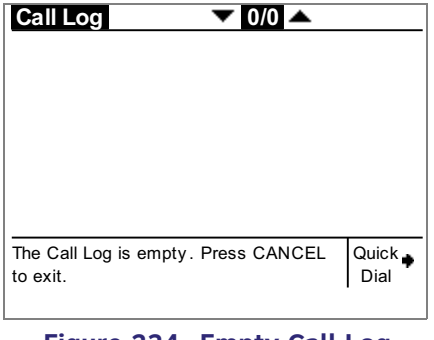


Figure 234. Empty Call Log

[Handset] Accessing the Call Log with the Cordless Handset

You can also access the Call Log with the optional SB67040 Cordless Handset.

- *"Using the Call Log" on page 167*
- *"Managing Missed Calls" on page 168*
- *"[Handset] Reviewing the Call Log" on page 178*
- *"Deleting Call Log Entries" on page 173.*

You can display the entire Call Log shown in *Figure 235 on page 176* by pressing **CID**. You can display the missed calls that you have not yet seen by highlighting **# Missed Calls** in the Idle screen and pressing **SELECT**.

NOTE

This system has a caller ID feature that works with the caller identification service offered through your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone service providers use compatible equipment.

[Handset] Using the Call Log

The Handset Call Log functions are shown in Figure 235.

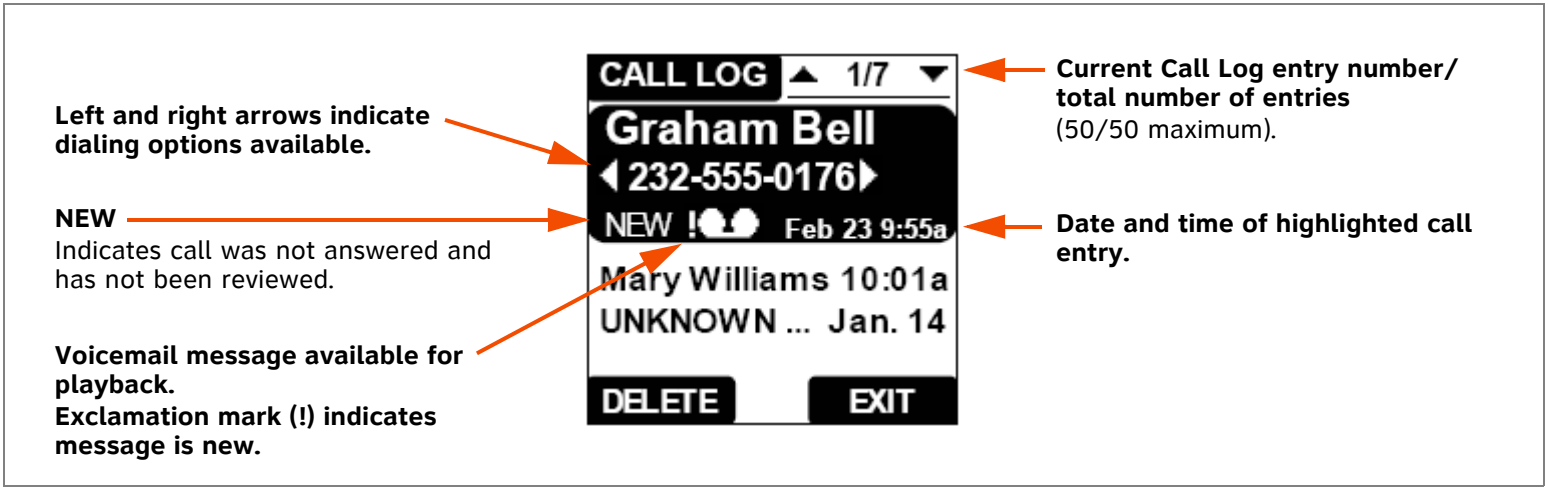


Figure 235. Call Log Functions

- The Voicemail message icon appears in call entries when the caller left a message. Playing the message does not remove the icon from the Call Log entry. Deleting the message removes the message and the Call Log entry.
- Entries not highlighted display the time for calls received on the current day. Calls before the current day display the date.

NOTE When dialing a Call Log number, a 9 is automatically inserted before the number is dialed out.

[Handset] Managing Missed Calls

The Handset records incoming call information in the Call Log and displays a notification on the Idle screen. Unanswered calls that have not been reviewed are considered missed. Once you review a call, the new missed-call count goes down by one. If there are no new calls, the Idle screen displays **0 Missed Calls**.

To view missed calls:

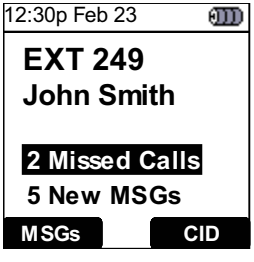


Figure 236. Missed Calls

Figure 237. Missed-Call List

To review the entire Call Log from Idle or Dial mode, press CID. To see new calls only, press **SELECT** when **# Missed Calls** is highlighted on the Idle screen, as shown in Figure 236.

- Press the △ or ▽ Navigation key to scroll through the Missed-Call entries, as shown in Figure 219.
- Press DELETE to delete the highlighted call entry.
- Press EXIT to return to the previous mode.
- If caller ID is unavailable, the Call Log and Missed-Call list entries display the name as **UNKNOWN**.
- The NEW tag indicates that the entry has not been reviewed.
- The icon indicates that a Voicemail message is available.
- The icon (exclamation mark) indicates that the message has not been played.

To do this with the Deskset, see *"Managing Missed Calls" on page 168*.

[Handset] Reviewing the Call Log

To review and dial from the Call Log:

Figure 238. Call Log

1. From the Idle screen, press CID to display the screen shown in Figure 238.

   OR

   To access the **Call Log** when the phone is not idle, press **OPTIONS** and then scroll down to **Call Log** and press **SELECT**.

2. Press the ▲ or ▼ Navigation key to scroll to the desired Call Log entry.

3. You have the following options:

   - Press **SELECT** or **PHONE** to dial out the selected (highlighted) number in the Call Log. If you are accessing the Call Log from Idle mode, pressing **SPEAKER** also dials out the selected number.

     Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press the ◁ or ▷ Navigation key to step through the dialing options. The options are in a circular list, so if you press the ▷ Navigation key when the last option is visible, you return to the first option. The following dial options are available:

     - nnn–nnnn (7 digits)
     - 1–nnn–nnnn (8 digits)
     - nnn–nnn–nnnn (10 digits)
     - 1–nnn–nnn–nnnn (11 digits).

   - Press DELETE to delete the selected entry.

To do this with the Deskset, see *"Reviewing the Call Log List" on page 169*.

[Handset] Playing Voicemail Messages in the Call Log

If the caller left a Voicemail message, you can play the message from the Call Log.

To play a Voicemail message from the Call Log:

Figure 239. Call Log Options

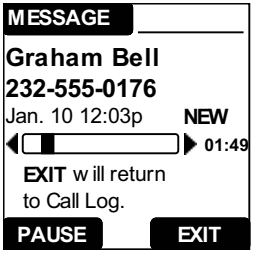


Figure 240. Message Playback

1. Press CID to display the Call Log, as shown in *Figure 238 on page 178*.
2. Highlight the desired message using the ▲ or ▼ Navigation key.
3. Press **OPTIONS** to display the Call Log Options screen shown in Figure 239.
4. Press **2** to play the message, as shown in Figure 240.

   If necessary, use the dial pad to enter your user password and press **SELECT**.
5. When the message playback completes, the Call Log displays.

[Handset] Deleting Call Log Entries

The user can delete a single Call Log entry, or all Call Log entries.

To delete a single Call Log entry:

Figure 241. Call Log

1. Press **CID** to display the Call Log, as shown in Figure 241.
2. Highlight the desired message using the △ or ▽ Navigation key.
3. Press **DELETE**. The highlighted entry is removed from the list and the next entry appears.

To do this with the Deskset, see *"Deleting Call Log Entries" on page 173*.

You can delete all entries only when viewing the Call Log list from Idle mode.

To delete all of the entries in the Call Log:

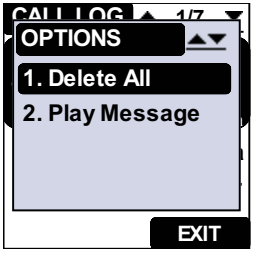
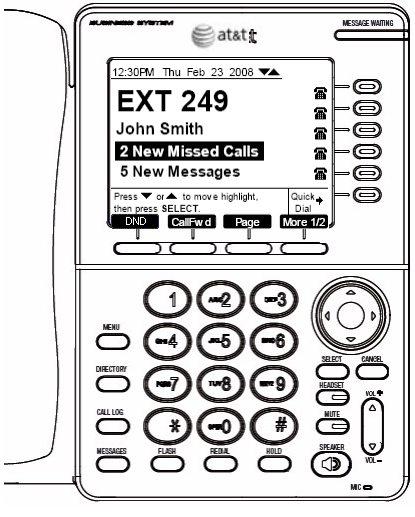


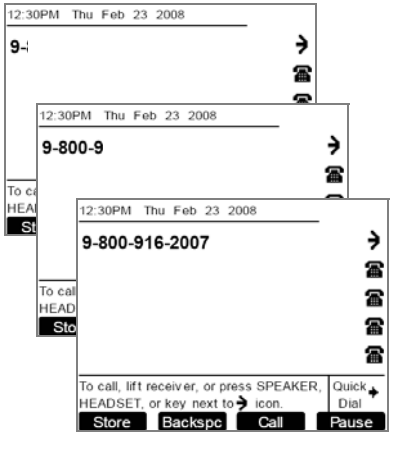
Figure 242. Call Log Options

Figure 243. Delete-All Confirmation

1. Press **CID** to display the Call Log.
2. Press **OPTIONS** to display the Call Log Options screen shown in Figure 242.
3. Press **1** or **SELECT** to display the Delete-All Confirmation screen, as shown in Figure 243.
   - Press **YES** to delete all Call Log entries.
   - Press **NO** to return to the Call Log screen.

To do this with the Deskset, see *"Deleting Call Log Entries" on page 173*.





CHAPTER

8

OUTGOING CALLS

The SB67030 Deskset and the optional SB67040 Cordless Handset provide several methods for making a call. You can also complete a call that you dialed elsewhere with the optional TL7600 Cordless Headset. If you have an analog telephone such as a conference phone connected via an optional Analog Terminal Adapter (ATA), you can make basic phone calls with that telephone.

If you are in Idle mode or have calls on hold, you can use the dial pad to dial a phone number, and then go off hook (to hear the dial tone). This is referred to as Predialing. You can make a call at any time by choosing an off-hook method, then dialing a number. This is referred to as Live Dialing. You can also predial or live dial using phone numbers from lists, such as the Directory, Call Log, Redial, Quick Dial, and Messages.

Dial the system operator by pressing **0** (zero).

- *"Active Call Screen" on page 183*
- *"Predialing" on page 184*
- *"Live Dialing" on page 185*
- *"Making a Call from a List" on page 186*
- *"[Handset] Make a Call with the Cordless Handset" on page 187*
- *"[Headset] Making Calls with the Optional TL7600 Cordless Headset" on page 191.*

Active Call Screen

The Active Call screen, as shown in Figure 244, displays while you are on a call.

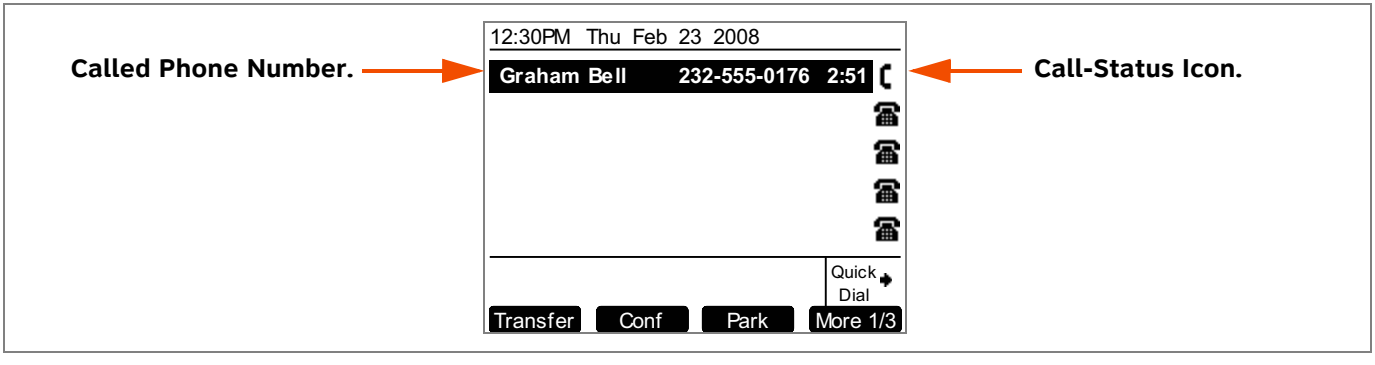


Figure 244. Active Call Screen

Table 14. Active Call Screen Description

Key	Description	Key	Description	Key	Description	Key	Description
Transfer	Initiates transfer of a call.	Conf	Initiates a conference call.	Park	Parks a call.	More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. **More 1/3** indicates that you are on page one of three.
DND	Turns Do Not Disturb on or off.	CallFwd	Turns Call Forward on or off.	Page	Pages all extensions.		
		ParkList	Accesses Park list.				

Predialing

Predial is only available when the Deskset is idle or when all calls are on hold. In Predial mode, there is no dial tone. You can only predial one phone number at a time. To begin Predial, press a Dial-Pad key.

To make a Predial call:

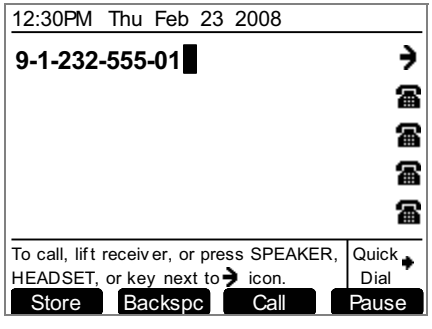


Figure 245. Predial Number

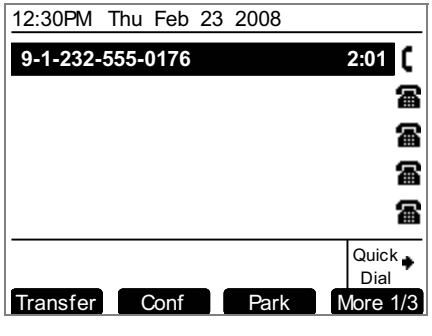


Figure 246. Active Call

1. Enter the phone number (For example: **9–1–232–555–0176**) using the dial pad, as shown in Figure 245.

NOTE For outside calls, first dial **9**. The hyphens appear automatically.

The following options are available:

- Press Store to store the number in your Personal list.
- Press Backspc to delete the last digit entered.
- Press Pause to insert a two-second pause into the phone number.
- Press **CANCEL** to cancel predial.

2. Lift the corded handset, or press **SPEAKER**, **HEADSET**, Call, or the Call Appearance key associated with the predial number to go off hook and call the number, as shown in Figure 246.

NOTE When you are in Predial mode, the Call Appearance highlight bar does not appear. Once the call becomes active, the highlight bar displays.

When you predial more digits than can be displayed, the digits move to the left so that the most recently dialed digits can be seen. Three dots appear to indicate that the earliest digits are no longer visible.

To do this with the Cordless Handset, see *"[Handset] Predialing" on page 189*.

Live Dialing

You can make a call at any time by going off hook, then dialing a phone number.

To dial a live number:

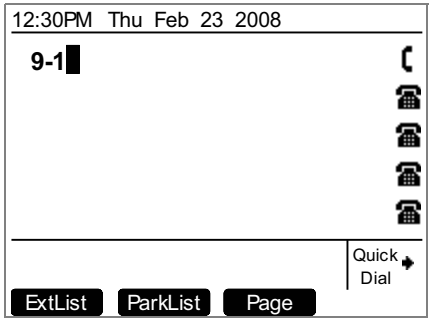


Figure 247. Entering Digits

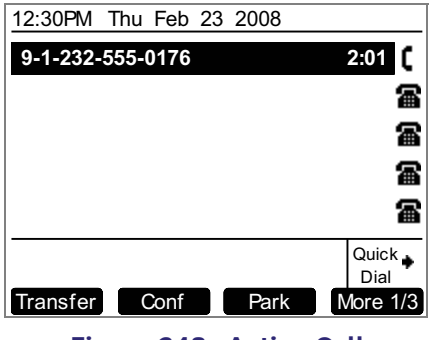


Figure 248. Active Call

1. Do one of the following to go off hook (to hear the dial tone) from Idle mode:
   - Lift the corded handset.
   - Press **SPEAKER** or **HEADSET**.
   - Press an available Call Appearance key located on the right side of the display.
2. Enter the number you want to dial.
   - Enter the digit **9** before the phone number to dial an outside number, as shown in Figure 247.
   - Hyphens are automatically inserted except when **9** is followed by a **0** for an outgoing international call.
   - When you dial more digits than can be displayed, the digits move to the left so that the most recently dialed digits can be seen. Three dots appear to the left of the dialed numbers to indicate that the earliest digits are no longer visible.

   The Active Call screen displays, as shown in Figure 248.

NOTE When the active call begins, the soft keys change to a new set of options.

To do this with the Cordless Handset, see *"[Handset] Live Dialing" on page 190*.

Making a Call from a List

To make a call from a list:

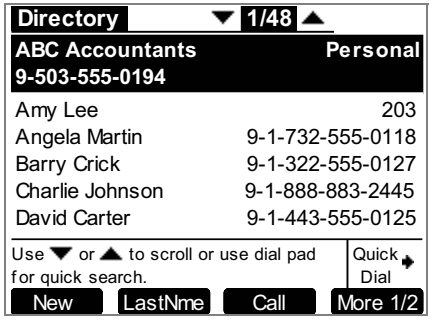


Figure 249. Directory

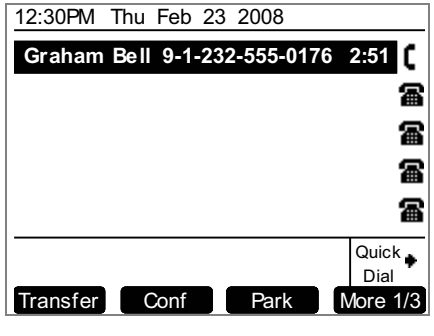


Figure 250. Active Call

1. Access the desired list entry. See *"Accessing Items in Lists" on page 104*.

   For example, press **DIRECTORY**. The Directory screen displays, as shown in Figure 249.

2. Press the ▲ or ▼ Navigation key until the desired entry is highlighted.

3. Press Call or **SELECT** to dial the highlighted number. The Deskset dials the number and the Active Call screen displays, as shown in Figure 250.

NOTE Except for the Call Log, the phone numbers are dialed as they appear in the lists. A **9** must precede outside phone numbers. A **9** is automatically added when you dial from the Call Log.

[Handset] Make a Call with the Cordless Handset

You can also make calls with the optional SB67040 Cordless Handset.

- *"[Handset] Active Call Screen" on page 188*
- *"[Handset] Predialing" on page 189*
- *"[Handset] Live Dialing" on page 190.*

[Handset] Active Call Screen

The Active Call screen, as shown in Figure 251, displays while you are on a call.

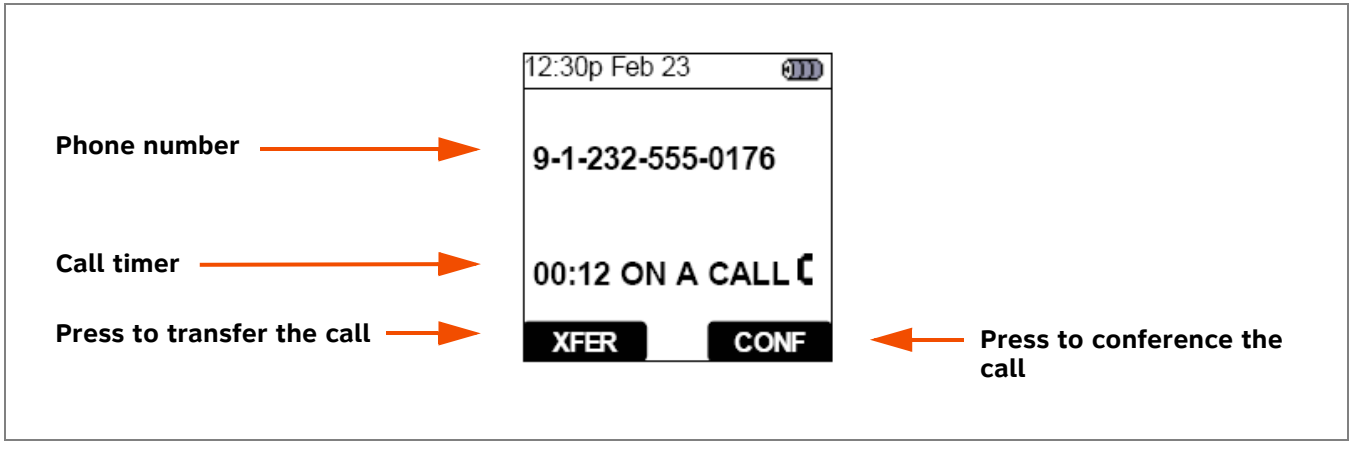


Figure 251. Active Call Screen

[Handset] Predialing

You can dial a phone number before pressing **PHONE** or **SPEAKER**. Pressing a Dial-Pad key in these cases initiates the Predial mode. In this mode, the Handset produces no dial tone. You can also predial from a list.

▸ ***To Predial a call:***

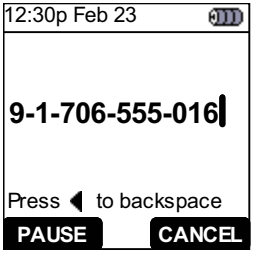


Figure 252. Predial Mode

1. Press any Dial-Pad key to initiate Predialing, as shown in Figure 252. (For outside calls, first dial **9**).

   OR

   Access a phone number from any of the lists described in *"[Handset] Accessing and Managing Items in Lists with the Cordless Handset" on page 117*.

NOTE For outside phone numbers in Voicemail and CID lists, Synapse dials a 9 and then dials the number in the display. Therefore, numbers that need editing (adding a preceding 1 or a country code, or removing the area code) cannot be dialed from Voicemail.

2. Press additional Dial-Pad keys. You have the following options:
   - Press the ◁ Navigation key to delete a digit and move the cursor back one space.
   - Press **PAUSE** to insert a two-second pause. The pause appears as a **P** in the phone number.
   - Press **OFF** or **CANCEL** to clear all digits. The Idle screen displays.
3. Press **PHONE** or **SPEAKER** to dial the Predial digits.

To do this with the Deskset, see *"Predialing" on page 184*.

[Handset] Live Dialing

Live dialing refers to dialing when the phone is already off hook (when there is already a dial tone).

To make a call off hook:

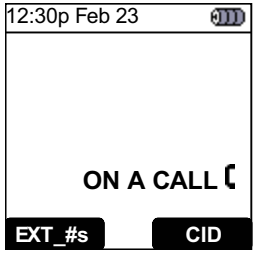


Figure 253. Live Dial Mode

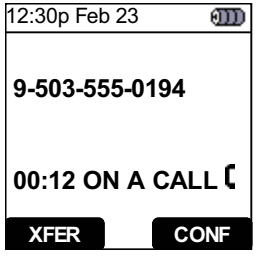


Figure 254. Active Call

1. Press **PHONE** or **SPEAKER** to initiate a call, as shown in Figure 253.

   You are now off hook and hear a dial tone.

2. Enter the number you want to dial. (For outside calls, first dial **9**).

   OR

   Access a phone number from any of the lists described in *"[Handset] Accessing and Managing Items in Lists with the Cordless Handset" on page 117*.

NOTE For outside phone numbers in Voicemail and CID lists, Synapse dials a 9 and then dials the number in the display. Therefore, numbers that need editing (adding a preceding 1 or a country code, or removing the area code) cannot be dialed from Voicemail.

The Active Call screen shown in Figure 254 displays.

NOTE After the Cordless Handset determines from the dialed number that this is an outside call, or after a system extension answers, the soft keys change, as shown in Figure 254.

Hyphens are automatically inserted except when 9 is followed by a 0 (zero) for an international call.

To do this with the Deskset, see *"Live Dialing" on page 185*.

[Headset] Making Calls with the Optional TL7600 Cordless Headset

If you have an optional TL7600 Cordless Headset registered to your Deskset, then you can make calls with the Headset. Use the Deskset dial pad to dial the number.

NOTE After the Deskset determines from the dialed number that this is an outside call, or after a system extension answers, ExtList and ParkList are no longer available.

To make a call with the Cordless Headset:

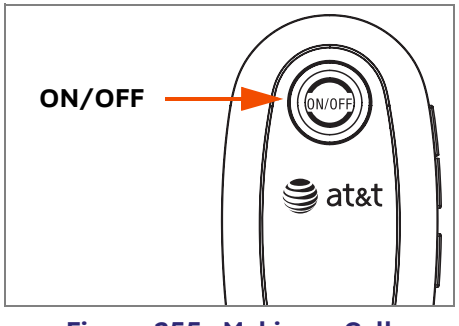
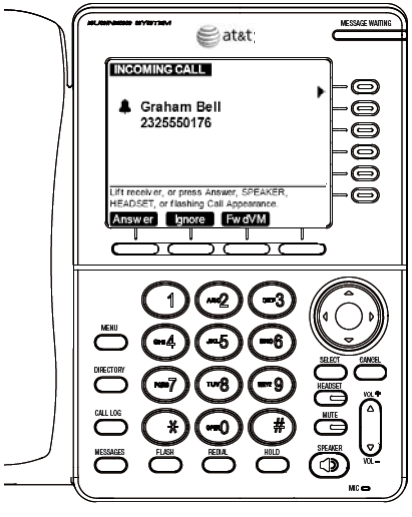


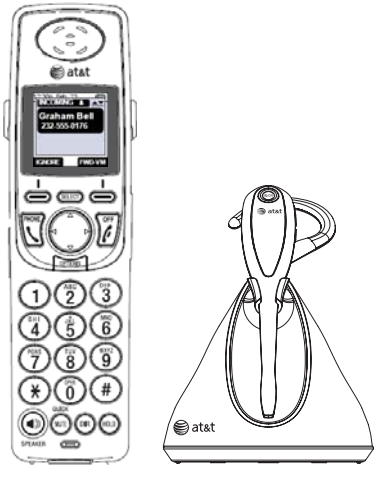
Figure 255. Making a Call

1. Press **ON/OFF** on the Headset as shown in Figure 255. The Headset is active when you hear a dial tone.
2. Dial the extension or phone number on the Deskset.
3. Press **ON/OFF** on the Headset to end the call.

OR

1. Predial the extension or phone number on the Deskset or optional Cordless Handset.
2. Press **ON/OFF** on the Headset to initiate dialing and transfer the audio to the Headset.
3. Press **ON/OFF** on the Headset to end the call.





CHAPTER

9

INCOMING CALLS

When a call comes in, the SB67030 Deskset and the optional SB67040 Cordless Handset ring and the incoming call information displays as shown in *Figure 256 on page 193*. The screen displays the caller's name and number (if available). If there is more than one incoming call, they are displayed on the five Call Appearance lines on the screen. To highlight a call, press the △ or ▽ Navigation key. You can answer or ignore each call.

You can also answer calls with the optional TL7600 Cordless Headset. When you hear the ring, press **ON/OFF** on the Headset. If you have an analog telephone such as a conference phone connected via an optional Analog Terminal Adapter (ATA), you can also answer phone calls with that telephone.

The following sections describe handling incoming calls:

- *"Incoming Call Screens" on page 193*
- *"Incoming Call Indication" on page 194*
- *"Answer a Call" on page 195*
- *"Multiple Incoming Calls" on page 197*
- *"Ignoring a Call" on page 198*
- *"Call Screening" on page 199*
- *"Auto Answering" on page 200*
- *"[Handset] Answer a Call with the Cordless Handset" on page 201.*

Incoming Call Screens

The Deskset Incoming Call and Active Call screens are shown in Figure 256.

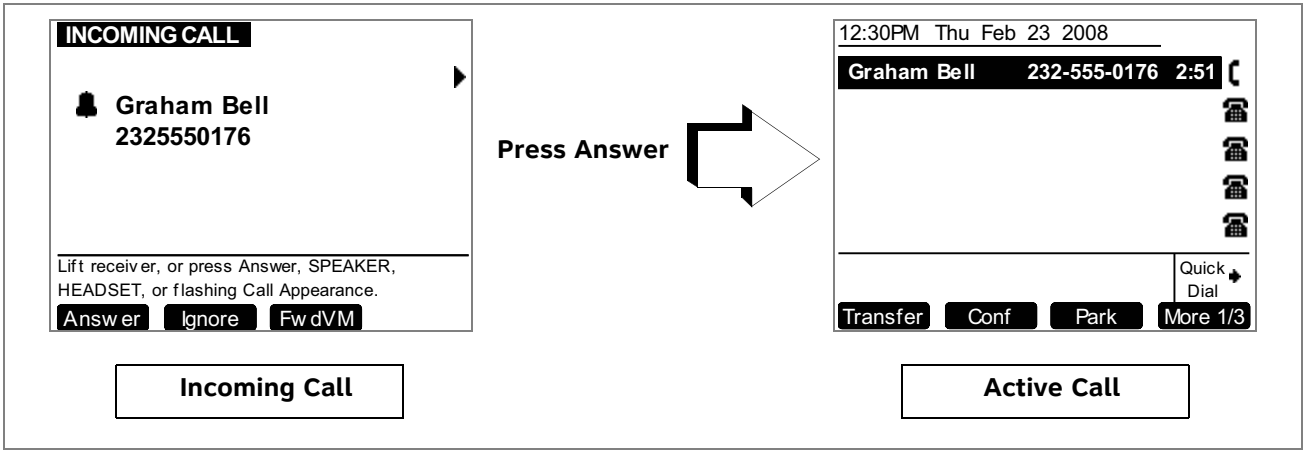


Figure 256. Incoming Call and Answer

Table 15. Answer Screen Soft Keys

Key	Description	Key	Description	Key	Description
Answer	Answers incoming call.	Ignore	Silences ringer during incoming call event.	FwdVM	Initiates Call Forward function.

NOTE The arrow at the right edge of the Incoming Call screen indicates the call appearance key associated with this incoming call.

Incoming Call Indication

To answer a call from Idle mode:

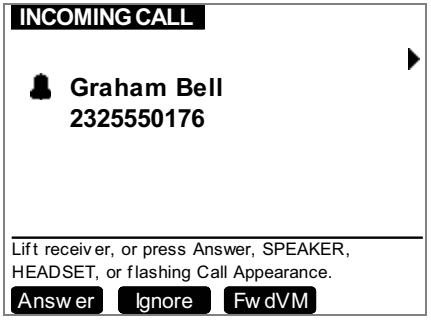


Figure 257. Incoming Call with No Other Calls

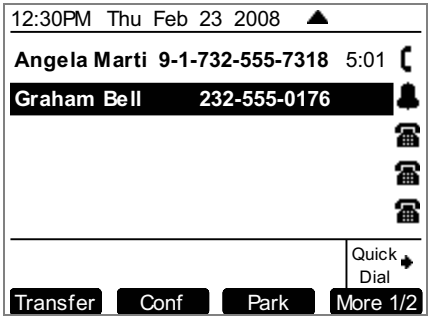


Figure 258. Incoming Call with an Existing Call

- When there is an incoming call:
  - The Deskset rings. See *"Sounds" on page 69*.
  - When there are no active or held calls, an incoming call screen displays, as shown in Figure 257.
  - When there are active or held calls, or you are live dialing, an incoming call screen displays, as shown in Figure 258. The incoming call is highlighted and a flashing bell icon displays next to the call information. (Graham Bell is the caller in Figure 258).

    If you are on an active call or live dialing, there is a single, short ring.
- Other actions during incoming calls:
  - If there is more than one incoming call, all calls remain in the display until you press Ignore.
  - For multiple incoming calls, press the corresponding Call Appearance key to answer a call.
  - If you are in Voicemail review, pressing Ignore or FwdVM allows message playback to continue.

To see incoming call notifications on the Cordless Handset, see *"[Handset] Incoming Call Indication" on page 202*.

[**ATA**] If you have an analog telephone such as a conference phone connected via an optional Analog Terminal Adapter (ATA), Incoming calls will ring. If the telephone supports caller ID features, any caller ID information will be displayed.

Answer a Call

To answer a call:

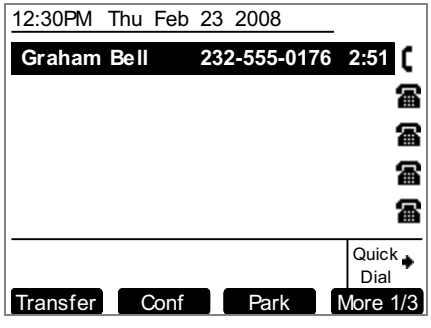


Figure 259. Call Appearance

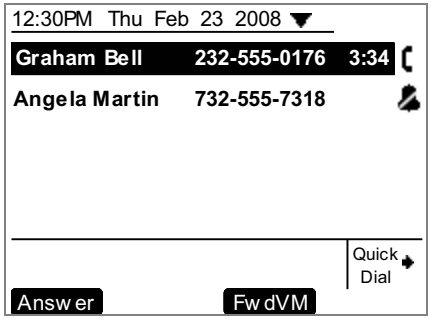


Figure 260. Ignored Call

- Do one of the following.
  - Lift the corded handset.
  - Press Answer to answer using the Preferred Audio method. See *"Preferred Audio" on page 70*.
  - Press **SPEAKER** to use the speakerphone.
  - Press **HEADSET** to use the Cordless Headset or corded headset. See *"Call Management Using Headsets" on page 230*.

  The active Call Appearance screen displays, as shown in Figure 259.
- To silence the incoming call, press the Ignore soft key. The Call Appearance screen displays with the silenced ringer icon, as shown in Figure 260. See *"Ignoring a Call" on page 198*.

NOTE If Auto Answer is enabled, the call is automatically answered after the set number of rings. See *"Auto Answering" on page 200*.

- Once you answer a call:
  - Previous active calls are automatically placed on hold.
  - If you were predialing, that call is canceled.

To answer a call: (Continued)

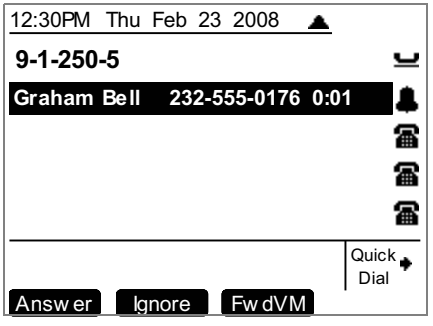


Figure 261. Dialing Held

- If you were live dialing and you have entered at least two digits, the dialed call goes on hold once you answer the incoming call, as shown in Figure 261. If only one digit was dialed, the call is canceled.
- If you were in the Directory, Menu, Messages, Call Log, or Redial menu, that action is canceled.

To do this with the Cordless Handset, see *"[Handset] Answer a Call" on page 203*.

Multiple Incoming Calls

The Deskset displays multiple incoming calls with flashing Call Appearance LEDs.

To answer multiple incoming calls:

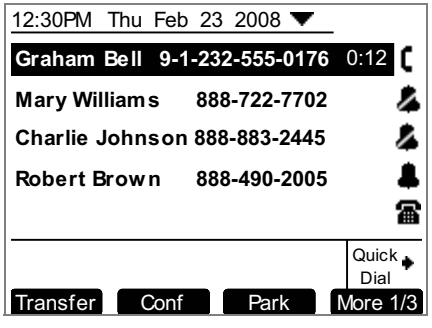


Figure 262. Calls Pending

- To answer a call, press the key next to the flashing Call Appearance LED of the desired call. The system answers using the Preferred Audio method. See *"Preferred Audio" on page 70*.
- Press Ignore to turn the ringtone off. See *"Ignoring a Call" on page 198*.
- Press FwdVM to forward the call to Voicemail.
- When you answer a call, the highlight stays on that call, as shown in Figure 262.
- Unanswered incoming calls are handled according to the Call Forward–No Answer setting.

NOTE When you answer a call while on another call, the first call is automatically put on hold.

To do this with the Cordless Handset, see *"[Handset] Multiple Incoming Calls" on page 204*.

Ignoring a Call

You can ignore an incoming call by pressing Ignore to silence the ringer. The silenced ringer icon displays. If you are on an active or held call, after the ignored call has been forwarded, the highlight moves back to whatever Call Appearance you were on before the incoming call.

- Once a call is ignored:
  - The Ignore key is no longer available on the incoming Call Appearance screen.
  - If there is a registered Cordless Handset, it also stops ringing.
  - The Call Appearance LED continues to flash.
  - You can press the flashing Call Appearance to answer the incoming call.
- If an ignored call is highlighted, going off hook does not answer the call, but starts a new call on the next available Call Appearance.

Call Screening

When an incoming call goes to Voicemail, the Message icon ( ) appears to indicate that recording is in progress. You can listen in on the recording session and interrupt it at any time by answering the call. If another incoming call occurs while screening a call, the highlight moves to the new call and there is an abbreviated ring.

To screen a call:

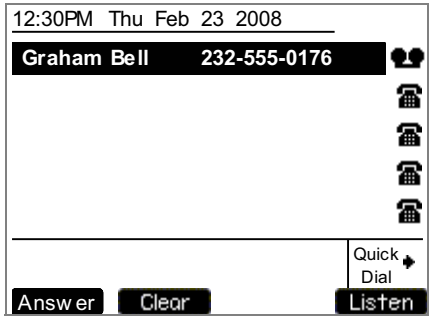


Figure 263. Call Screening, Listen

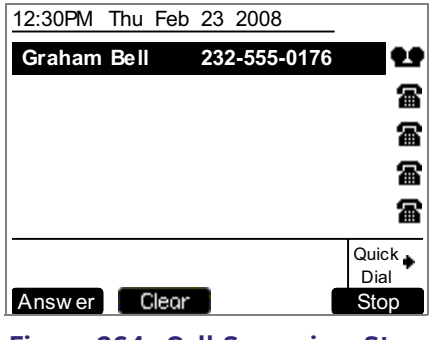


Figure 264. Call Screening, Stop

If there is more than one active call, use the ▽ and △ Navigation keys to highlight the call marked with the Message icon.

- Press **Listen** to listen to a message that is being recorded, as shown in Figure 263. The **Listen** soft key changes to **Stop** as shown in Figure 264.
- Press **Answer** to interrupt the recording and talk to the caller.
- Press **Clear** to cancel call screening for this call and return to the previous screen.
- Press **Stop** to stop listening to the message being recorded.

NOTE Call screening is not available on the optional Cordless Handset or Cordless Headset.

Auto Answering

You can use the Deskset menu settings to set your Deskset to answer calls automatically, without your having to touch the phone to answer. When you enable Auto Answer, AA ON appears at the top of the Deskset screen if DND ON and FWD ON are not active, since Auto Answer does not work if they are on.

To respond to an Auto Answered call:

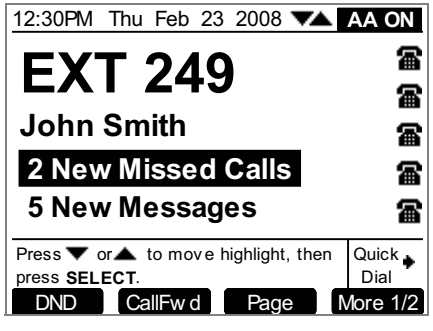


Figure 265. Idle Screen with Auto Answer Indicator

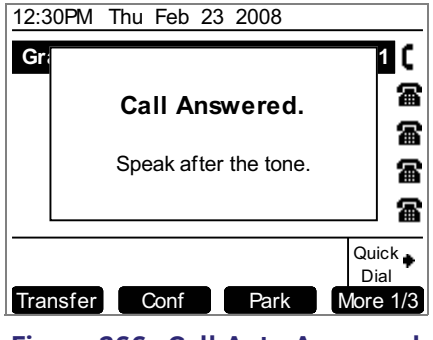


Figure 266. Call Auto Answered

In Idle mode, all incoming calls ring for the amount of time specified in the Auto Answer Delay. See *"Automatic Answering" on page 80*. After the last ring, a two-second notification screen appears, as shown in Figure 266, and you hear a warning tone. (The caller does not hear the tone.)

Talk after the tone.

NOTE If the Auto Answer Delay is set to zero, you hear no ring. Instead, the Call Answered screen appears and you hear the warning tone.

Aside from the normal options during ringing, you can press **CANCEL** to process the call according the Call Forward–No Answer setting. See *"Call Forward All and Call Forward–No Answer" on page 75*.

If there are multiple incoming calls, Auto Answer applies to the first (oldest) incoming call. Subsequent incoming calls are handled according the Call Forward–No Answer setting.

If your extension is part of a ring group, and if your Auto Answer delay setting is too short, your extension may end up answering most of the ring group calls. See *"Automatic Answering" on page 80*.

[Handset] Answer a Call with the Cordless Handset

You can also answer calls with the optional SB67040 Cordless Handset. When the extension receives an incoming call, the Handset rings and the incoming call information displays as shown at right. The screen displays the caller's name and number (if available).

Answer the call by pressing **PHONE**.

This section contains the following:

- *"[Handset] Answer a Call" on page 203*
- *"[Handset] Multiple Incoming Calls" on page 204.*

[Handset] Incoming Call Indication

Options for an Incoming call:

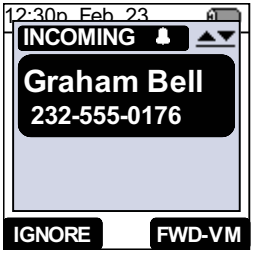


Figure 267. Incoming Call with No Other Calls

Figure 268. Incoming Call with an Existing Call

- When there is an incoming call:
  - The Handset rings. See *"[Handset] Using the VOLUME key to set the Ringer and Voice Volume" on page 100*.
  - The incoming call screen shown in Figure 267 displays.
  - If you are on an active call or live dialing, there is a single, short ring.
  - When there multiple incoming calls, the incoming call screen shown in Figure 268 displays. The most recent incoming call is highlighted. Press the △ or ▽ Navigation key to switch between the calls or press IGNORE. See *"Ignoring a Call" on page 198*.
- Other actions during incoming calls:
  - If there is more than one incoming call, each remains in the display until you press IGNORE while the call is highlighted.
  - If you are in Voicemail review, pressing IGNORE or FWD-VM allows message playback to continue.

NOTE If the ringer sound is turned off, the incoming call screen still appears.

[Handset] Answer a Call

Examples of incoming call screens are shown below. Figure 269 shows a call received when the extension is idle. Figure 270 shows a call received during an active call. Calls received during active calls ring only once.

Options for a call received while the extension is idle:

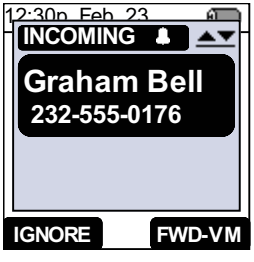


Figure 269. Incoming Call

- Press **SELECT**, **PHONE**, or **SPEAKER** to answer the call.
- Press **IGNORE** to silence the ringer. You can still answer the call.
- Press **FWD-VM** to forward the call to Voicemail.

NOTE

Press ◂ **Volume** ▸ while the Handset is ringing to decrease or increase the ringer volume.

Call screening is not available from the Cordless Handset.

Options for a call received during an active call:

Figure 270. Incoming Call During an Active Call

- Press **PHONE** or **SELECT** to answer the incoming call. The current call is automatically placed on hold.
- Press **IGNORE** to silence the ringer. The call is placed in the Call Deck. See *"[Handset] Call Deck" on page 218*. You can still answer the call.
- Press **FWD-VM** to forward the call to Voicemail.
- Press **SPEAKER** to switch the current call to and from the speakerphone.

[Handset] Multiple Incoming Calls

If the Handset receives more than one call at a time, the calls display in a list on the screen. The most recent call is added to the bottom of the list and displays as a two-line name and telephone number. The other pending calls display in the list as one-line entries, as shown in Figure 271. This screen remains active until you answer one of the calls or until all calls end or are forwarded. If you answer one of the calls, then the remaining calls are placed in the Call Deck. See *"[Handset] Call Deck" on page 218*.

Options during multiple incoming calls:

Figure 271. Multiple Incoming Calls

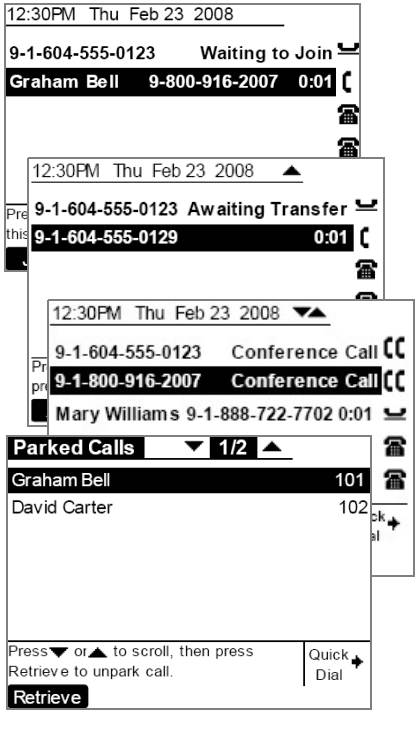
- Press the ▲ or ▼ Navigation key to cycle through the incoming calls.
- Press **SELECT**, **PHONE**, or **SPEAKER** to answer the highlighted call.
- Press **IGNORE** to silence the ringer of the highlighted call.
- Press **FWD-VM** to forward the highlighted incoming call to Voicemail.
- Press ◀ **Volume** ▶ to decrease or increase the ringer volume.

NOTE

Unanswered incoming calls are handled according to the Call Forward–No Answer setting.

The system administrator sets the call-forwarding options. For more information on this setting, see the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.

CHAPTER
10
CALL MANAGEMENT



The SB67030 Deskset and optional SB67040 Cordless Handset feature various call management options.

- *"Call Management" on page 206*
- *"Placing a Call on Hold" on page 207*
- *"Transferring a Call Overview" on page 209*
- *"Conferencing" on page 212*
- *"Parking a Call" on page 214*
- *"[Handset] Call Management Using the Cordless Handset" on page 216*
- *"Call Management Using Headsets" on page 230.*

Call Management

The Deskset Call Management functions begin with the Active Call screen shown in Figure 272. The Call Appearance icons are described in *"Deskset Call Appearances" on page 23*.

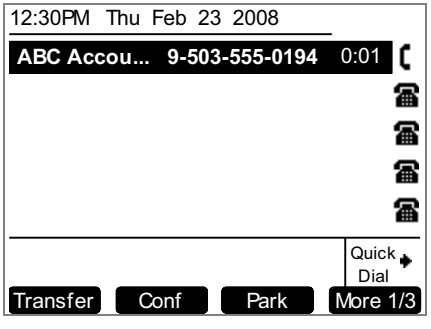


Figure 272. Call Management Screen

Table 16. Call Management Screen Description

Key	Description	Key	Description	Key	Description	Key	Description
Transfer	Initiates transfer of a call.	Conf	Initiates a conference call.	Park	Parks a call.	More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. **More 1/3** indicates that you are on page one of three.
DND	Turns Do Not Disturb on or off.	CallFwd	Turns Call Forward on or off.	Page	Pages all, or a group of, extensions.		
ParkList	Accesses Park list.						

Placing a Call on Hold

You can place any call on hold. When calls are placed on hold, the soft keys change, as shown in Figure 273 and described in Table 17.

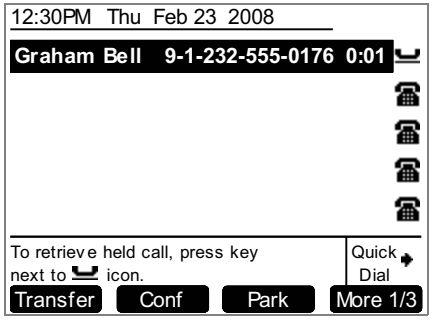


Figure 273. Call on Hold Screen

Table 17. Call on Hold Screen Description

Key	Description	Key	Description	Key	Description	Key	Description
Transfer	Initiates transfer of a call.	Conf	Initiates a conference call.	Page	Pages all, or a group of, extensions.	More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. **More 1/3** indicates that you are on page one of three.
		ParkList	Accesses Park list.	Park	Parks call.		
DND	Turns Do Not Disturb on and off.	CallFwd	Turns Call Forward on and off.				

Managing Held Calls

To manage held calls:

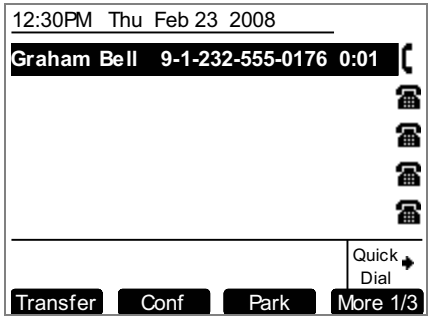


Figure 274. Active Call

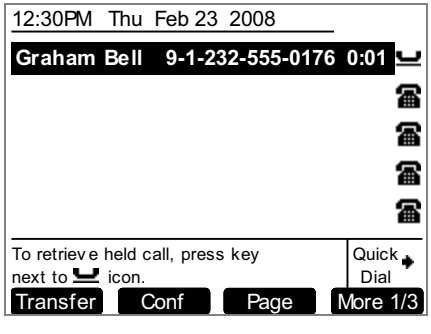


Figure 275. Call Held

1. When you are on an active call, as shown in Figure 274, press **HOLD**.
   - The Held Call Appearance icon appears next to the highlighted call, as shown in Figure 275.
   - If a call has been on hold for longer than three minutes, the Deskset reminds you with a brief ring every 30 seconds.
2. To take the call off hold, you must highlight the call and press **SELECT**, or press the associated Call Appearance key.

NOTE Lifting the corded handset, or pressing **SPEAKER** or **HEADSET**, takes you off hook on an Idle line; it does not take the highlighted call off of hold.

To do this with the Cordless Handset, see *"[Handset] Managing Held Calls" on page 224*.

Transferring a Call Overview

You can transfer an active or a held call.

The transfer recipient does not have to talk to you before receiving the transferred call. (If you do not talk to the transfer recipient before transferring the call, you are making an "unsupervised" transfer.) If you talk to the transfer recipient before completing the transfer, you are making a "supervised" transfer.

You can transfer a call to an internal extension or outside number. You can transfer a call to an outside number only if this function has been enabled by your system administrator. See *"Admin Settings" on page 93*. The call transfer function is enabled by default.

Transfer Rules

The following rules apply when transferring a call:

- An extension can transfer only one call at a time.
- The Transfer action can be canceled by pressing Cancel. The call remains on hold.

To transfer calls with the Cordless Handset, see *"[Handset] Transferring" on page 219*.

Transferring a Call

To transfer a call to an extension or phone number:

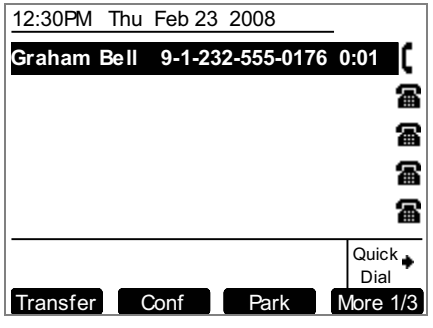


Figure 276. Active Call

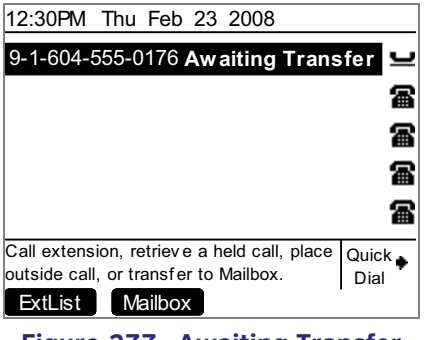


Figure 277. Awaiting Transfer

1. Press **Transfer** from the Active Call screen, as shown in Figure 276. The highlighted call is automatically put on hold. The **Awaiting Transfer** message displays, as shown in Figure 277.
2. Dial a number, as shown in Figure 278, or access an entry from the Directory, Call Log, Extension, or Messages list. See *"Accessing Items in Lists" on page 104*.
3. Press **Call** or **SELECT**. You can also retrieve a parked or held call.

   You can now speak to the person to whom you are transferring the call and announce the transfer.
4. To complete the transfer, press **Xfer?**, as shown in Figure 279. A **Call Transferred** screen displays for two seconds. When the transfer is complete, the screen returns to Idle mode.

   The Transfer action can be canceled by pressing **Cancel**. The call remains on hold.

To do this with the Cordless Handset, see *"[Handset] Transferring" on page 219.*

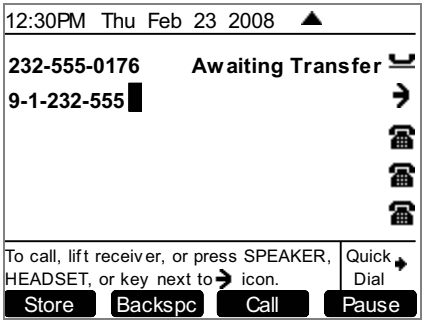


Figure 278. Entering the Transfer Number

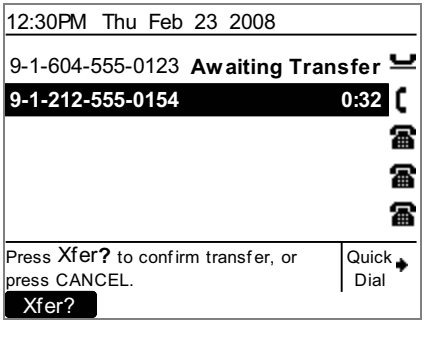


Figure 279. Transfer Pending

To transfer a call to a Mailbox:

You can transfer a call to a Personal Mailbox, or, if your system is configured with Group Mailboxes, you can transfer calls to them.

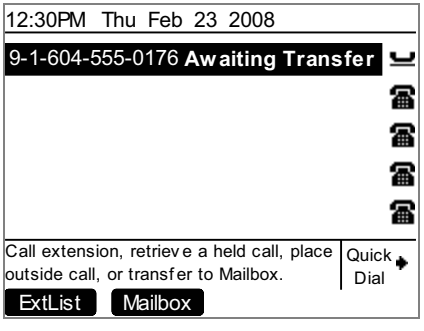


Figure 280. Awaiting Transfer with Mailbox Option

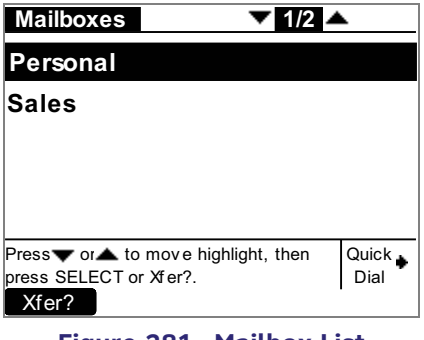


Figure 281. Mailbox List

1. Press Transfer from the Active Call screen.

   The call is automatically put on hold. The **Awaiting Transfer** message displays, as shown in Figure 280.

2. Press Mailbox.

   The Mailboxes list appears, as shown in Figure 281. If there are no Group Mailboxes, only your Personal Mailbox appears.

3. Press the ▽ or △ Navigation key to highlight the desired Mailbox, and press **SELECT** or Xfer?.

4. A **Call Transferred** screen displays for two seconds. When the transfer is complete, the screen returns to Idle mode.

Conferencing

You can set up a conference call with yourself and two telephone numbers (either internal, outside, or with both).

To conference:

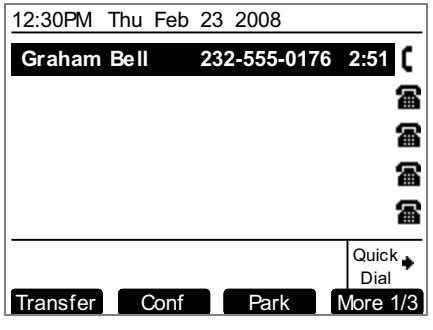


Figure 282. Active Call

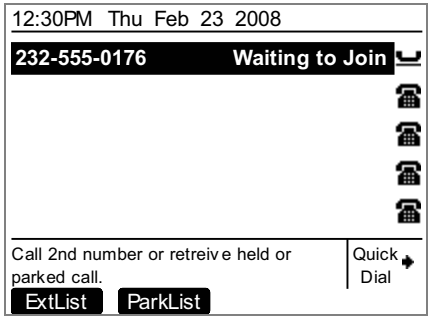


Figure 283. Waiting to Join

1. Press **Conf** from an Active Call screen, as shown in Figure 282.

   The active call is automatically placed on hold and the screen in Figure 283 displays.

2. Establish a second call. You can dial the second call normally, or you can get it from one of the lists. See *"Accessing Items in Lists" on page 104*.

   Once the second call has been established, the screen shown in Figure 284 displays.

3. To join the calls, press **Join?**.

   The selected parties are now in conference, as shown in Figure 285.

   Your extension is in conference with the other two phone numbers. If you hang up while on the conference, the conference ends. If you make or take another call, the conference continues without you. You can rejoin by pressing a corresponding Call Appearance key.

To do this with the Cordless Handset, see *"[Handset] Conferencing" on page 221*.

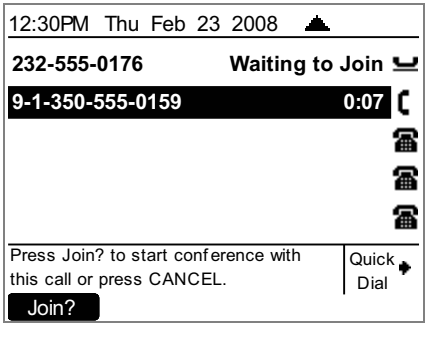


Figure 284. Second Call Established

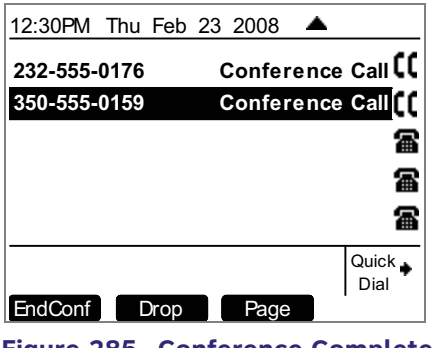


Figure 285. Conference Complete

Hold and Cancel a Conference

To put a conference on hold:

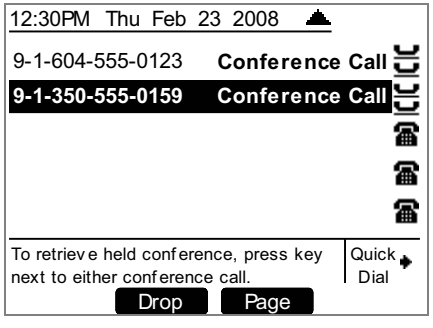


Figure 286. Held Conference

When you are participating in a conference call, you can put both calls on hold by pressing **HOLD**. The other callers can continue communicating with each other. The held conference icon, as shown in Figure 286, designates a held conference.

NOTE: Conf is unavailable during an active call if you have another conference on hold.

The following events automatically put the conference on hold:

- You press an available Call Appearance to start a new call.
- You choose to answer an incoming call.

To cancel a conference:

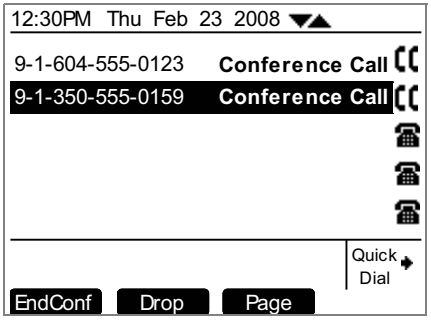


Figure 287. Conference

From the Conference screen shown in Figure 287, you have two options:

- Press EndConf to end the conference. Both calls hang up and the system returns to whatever Call Appearance you were on before the conference call.
- Press Drop to terminate the highlighted call. The other call is still active.

Parking a Call

The Deskset allows you to park either active or held outside calls. Parking a call is similar to putting a call on Hold, but any extension on the system can retrieve a parked call See *"Retrieve a Parked Call" on page 215*.

To park a call:

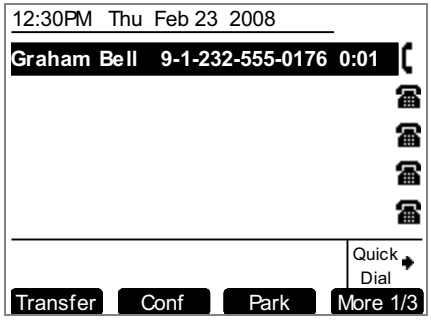


Figure 288. Select Call

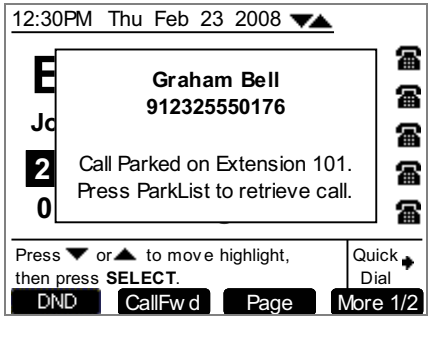


Figure 289. Parked Call

1. Press the ▲ or ▼ Navigation key to highlight an active or held outside call, as shown in Figure 288.
2. To park a call:
   - For an active call, press **Park**. If necessary, press **More 2/3** then **More 3/3** to display the **Park** soft key.
   - For a held call, press **More 1/3** and then press **Park**.

   The screen shown in Figure 289 displays for two seconds, then the Idle screen displays.
   - Pick up a parked call within three minutes or the Deskset rings.
   - To answer a call that is ringing back, press the **Answer** soft key that appears when there is an incoming call.

To do this with the Cordless Handset, see *"[Handset] Parking a Call" on page 227*.

Retrieve a Parked Call

You can retrieve parked calls from any extension in the system.

To retrieve a parked call:

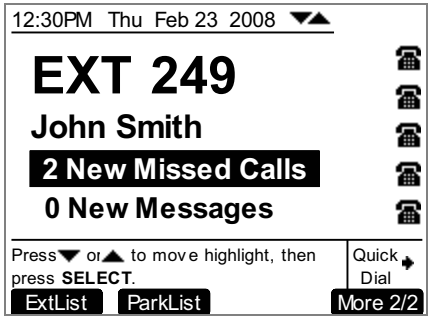


Figure 290. Idle Screen, More 2/2

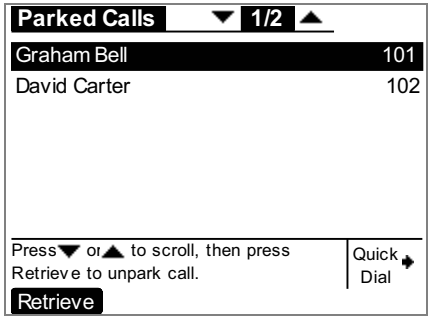


Figure 291. Parked Call List

If you know the extension number of the parked call, dial it. You will retrieve the parked call.

OR

1. From Idle or from a held call, press More 1/2 to display the ParkList soft key, as shown in Figure 290.

   OR

   In Active mode, press More 1/3, then More 2/3. ParkList displays.

2. Press ParkList to display the Park list, as shown in Figure 291.
3. Press the △ or ▽ Navigation key to highlight the desired entry.
4. Press Retrieve to retrieve the parked call. The Active Call screen displays, as shown in Figure 292.

To do this with the Cordless Handset, see *"To retrieve a parked call with the Cordless Handset:" on page 228.*

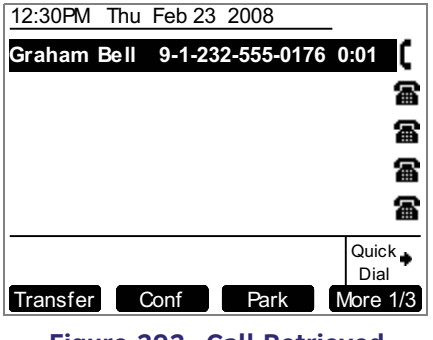


Figure 292. Call Retrieved

[Handset] Call Management Using the Cordless Handset

You can also manage calls with the optional SB67040 Cordless Handset using the following functions:

- *"[Handset] Call Deck" on page 218*
- *"[Handset] Transferring" on page 219*
- *"[Handset] Conferencing" on page 221*
- *"[Handset] Managing Held Calls" on page 224*
- *"[Handset] Held Call Options" on page 226*
- *"[Handset] Parking a Call" on page 227*
- *"[Handset] Using a Corded Headset" on page 229.*

[Handset] Active Call Screens

The Handset Call Management functions begin with one or more active calls, as shown in Figure 293.

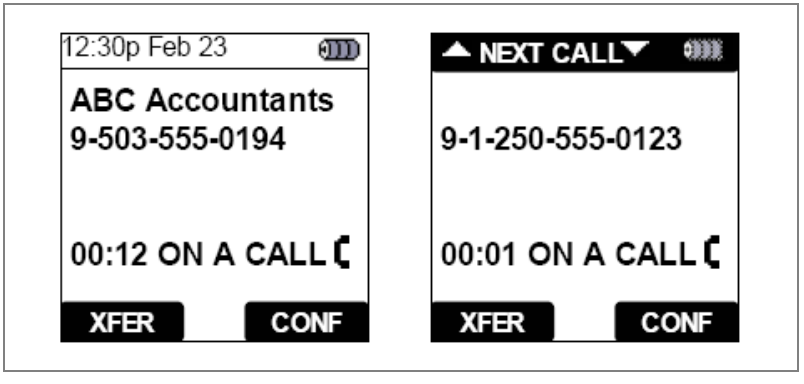


Figure 293. Active Call Screens

[Handset] Call Deck

The Call Deck is the list of active, held, parked, and ringing calls. Because the screen is too small to easily display multiple calls at the same time, the Handset stacks them like a deck of cards in order of priority. The top of the display no longer displays the date and time. Instead, the phrase **Next Call** displays.

Review calls by pressing the △ or ▽ Navigation key. The Call Deck loops; after reaching the last call in the deck, press the Navigation key again to return to the beginning. The order of priority is:

a. Incoming calls — Always on top.

b. Active calls — On top, as shown in Figure 294, except when there is an incoming call.

c. Ignored calls — When you have received multiple incoming calls and have pressed IGNORE during an incoming call.

d. Held calls — As shown in Figure 295.

Figure 294. Active Call with Incoming Call

The ▲ and ▼ icons at the top of the display indicate that you can press the △ or ▽ Navigation key to step through the Call Deck.

If you navigate away from a current active call but are still in the Call Deck, you switch back to the active call after 10 seconds of inactivity.

Figure 295. Held Call

[Handset] Transferring

As with the Deskset, you can transfer an active or held call with the Cordless Handset.

[Handset] Transferring to an Extension

To transfer an active or held call to an extension with the Cordless Handset:

Figure 296. Transfer To

Figure 297. Extension List

1. Press **XFER**. The Handset displays the screen shown in Figure 296.
2. Press **EXT_#s** to display the Extension list, as shown in Figure 297.
3. Press the △ or ▽ Navigation key to scroll through the Extension list entries.
4. Press **SELECT, SPEAKER,** or **PHONE** to select an Extension number as a transfer destination.

   The screen shown in Figure 298 displays.
5. Press **XFER** to complete the transfer.

Figure 298. Transfer Confirmed

NOTE

You can press **XFER** before the extension picks up (unsupervised transfer) or after the extension picks up (supervised transfer).

The Transfer action can be canceled by pressing **CANCEL**. The call remains on hold.

[Handset] Transferring to an Outside Number

To transfer an active or held call to an outside number with the Cordless Handset:

Figure 299. External Transfer

Figure 300. Pending Transfer

1. From either an active or held call, press **XFER**. An active call is placed on hold, and the Handset displays the screen shown in Figure 299.
2. To transfer a call to an outside number, dial the number directly or access the outside number through the Call Log, Redial list, Directory, or Quick Dial.

NOTE For outside phone numbers in Voicemail and CID lists, Synapse dials a 9 and then dials the number in the display. Therefore, numbers that need editing (adding a preceding 1 or a country code, or removing the area code) cannot be dialed from Voicemail. Press the ◁ or ▷ Navigation key to alter Call Log entries.

3. To dial the selected number as a transfer destination, press **SPEAKER** or **PHONE**.

   A screen similar to the one shown in Figure 300 displays.
4. Press **XFER** to complete the transfer.

NOTE You can press **XFER** before the extension picks up (unsupervised transfer) or after the extension picks up (supervised transfer).

[Handset] Conferencing

You can set up a conference call with two other numbers (either internal, outside, or with both).

To set up a conference with the Cordless Handset:

Figure 301. Start Conference

Figure 302. Dial Second Call

1. When you have connected with the first call to be conferenced, press **CONF**. The active call is automatically placed on hold and the Start Conference screen shown in Figure 301 displays.
2. Establish a second call. The second call can be dialed normally, as shown in Figure 302, or it can be from one of the lists. Once the second call has been established, the screen changes to display **JOIN?**, as shown in Figure 303.
3. To join the calls, press **JOIN?**.

   The selected parties are now in conference, as shown in Figure 304.

Figure 303. Join Conference

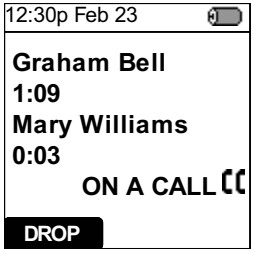


Figure 304. Conference Confirmed

[Handset] Placing a Conference Call on Hold

To put a conference on hold with the Cordless Handset:	
Figure 305. Conference on Hold	Press **HOLD** or **PHONE** to place the conference on hold. A screen similar to the one shown in Figure 305 displays. If you press **PHONE**, you hear a dial tone and are in the Live Dial mode. The first and second calls are placed on hold but are able to communicate with each other. Press UNHOLD to release the call from hold.

[Handset] Ending a Conference Call

To end a conference call with the Cordless Handset:

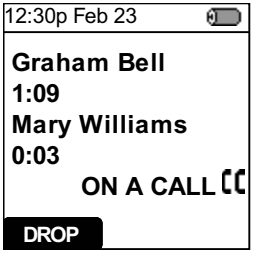


Figure 306. Current Conference

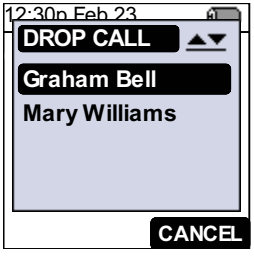


Figure 307. Drop Conference Call

You have the following options:

- To hang up all calls, press **OFF**.
- To drop one call, press **DROP** from the conference screen shown in Figure 306.

  a. Scroll through the list to the call you want to drop, as shown in Figure 307, using the △ or ▽ Navigation key.

  b. Press **SELECT** to drop the highlighted call from the conference and hang it up. You return to an active call mode with the remaining call, as shown in Figure 308.

  OR

  Press **CANCEL** to return to the three-way conference as shown in Figure 306.

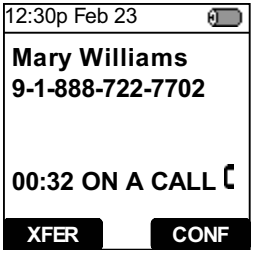


Figure 308. Active

NOTE If you have held calls, the system returns to Held Calls mode. If there are no held calls, the system returns to Idle mode.

[Handset] Managing Held Calls

A maximum of five calls can be held.

To place an active call on hold and to retrieve it with the Cordless Handset:

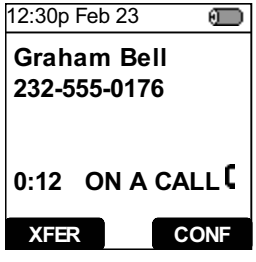


Figure 309. Active Call

- Press **HOLD**.

  The screen changes from **ON A CALL,** as shown in Figure 309, to **ON HOLD**, as shown in Figure 310.

  - Press XFER to transfer the held call to another number.
  - Press UNHOLD to retrieve the held call.
- Press **PHONE** to start a new call.
- Press the Dial-Pad keys to make a new call while on hold. See *"[Handset] Predialing" on page 189*.

To do this with the Deskset, see *"To manage held calls:" on page 208*.

Figure 310. Call on Hold

To retrieve a held call when there is more than one call in the Call Deck with the Cordless Handset:

Figure 311. Call on Hold in the Call Deck

- Press the ▲ or ▼ Navigation key to review calls in the Call Deck, as shown in Figure 311.
- Press **UNHOLD** when the call you want to retrieve is displayed. You return to the active call.

NOTE Pressing **PHONE** or **SPEAKER** does not release the call from hold. Those keys start a new call. Pressing **SELECT** has no effect.

To do this with the Deskset, see *"To manage held calls:" on page 208.*

[Handset] Held Call Options

To view Held Call options with the Cordless Handset:

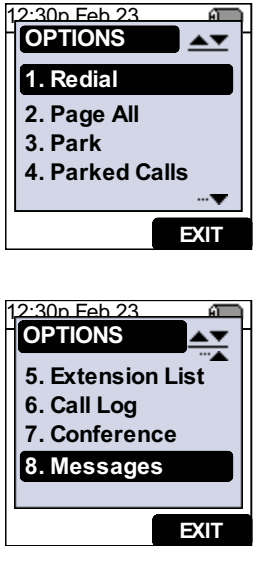


Figure 312. Hold Options

Press **OPTIONS** with a held call displayed to access the Hold options, as shown in Figure 312 and listed below.

1. Redial Accesses the Redial list. See *"[Handset] Accessing the Redial List" on page 125*.

2. Page All Pages all other extensions. See *"[Handset] Paging" on page 236*.

3. Park Places the current held call in the Parked Calls list. See *"Parking an Active or Held Call" on page 227*.

4. Parked Calls Accesses the Parked Calls list. See *"[Handset] Parking a Call" on page 227*.

5. Extension List Accesses the Extension list. See *"[Handset] Accessing an Extension" on page 123*.

6. Call Log Accesses the Call Log. See *"[Handset] Accessing the Call Log" on page 121*.

7. Conference Goes to conference setup and uses the current held call. See *"[Handset] Conferencing" on page 221*.

8. Messages Retrieves Voicemail. See *"[Handset] Retrieving Personal Voicemail" on page 160*.

[Handset] Parking a Call

Placing a call on hold and parking a call are similar operations. The difference is that a held call can only be retrieved at the Deskset or Handset that placed the call on hold, and a parked call can be retrieved at any extension.

Parking an Active or Held Call

To park an active call with the Cordless Handset:

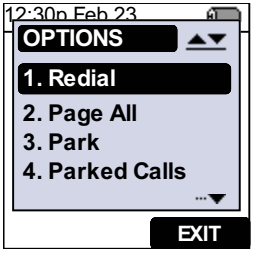


Figure 313. Call Options

Figure 314. Parked Call

1. Press **OPTIONS** from an active or held call to display the Options screen, as shown in Figure 313.
2. Press **3** to park the call, as shown in Figure 314.

The parked call is given a three-digit number that starts with 1 and is available at all system extensions.

To page others to let them know about this call, see *"[Handset] Paging" on page 236*.

NOTE When a held call is parked, it is removed from the Held Call list.

[Handset] Retrieving a Parked Call From Any Extension

If you know the number of the parked call, press **PHONE** and dial the three-digit parked call number. If you don't know the number, find the parked call in the Parked Call list.

To retrieve a parked call with the Cordless Handset:

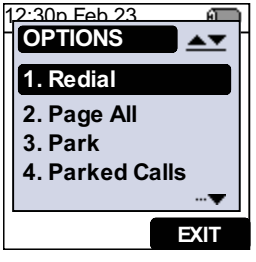


Figure 315. Retrieve Parked Call

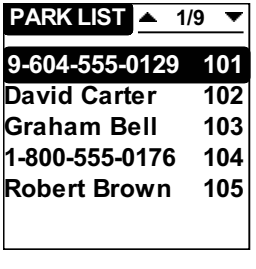


Figure 316. Parked Call List

To access the Parked Call list:

1. Press **OPTIONS**. The screen displays, as shown in Figure 315.
2. Press **4**.

   The Parked Call List appears, as shown in Figure 316.

To retrieve a parked call:

1. Press the △ or ▽ Navigation key to highlight a parked call from the list shown in Figure 316.
2. Press **SELECT, SPEAKER,** or **PHONE** to unpark the selected call and make it an active call.

[Handset] Using a Corded Headset

You can use a corded headset with the Cordless Handset, as shown in Figure 317.

To use a corded headset with the Cordless Handset:

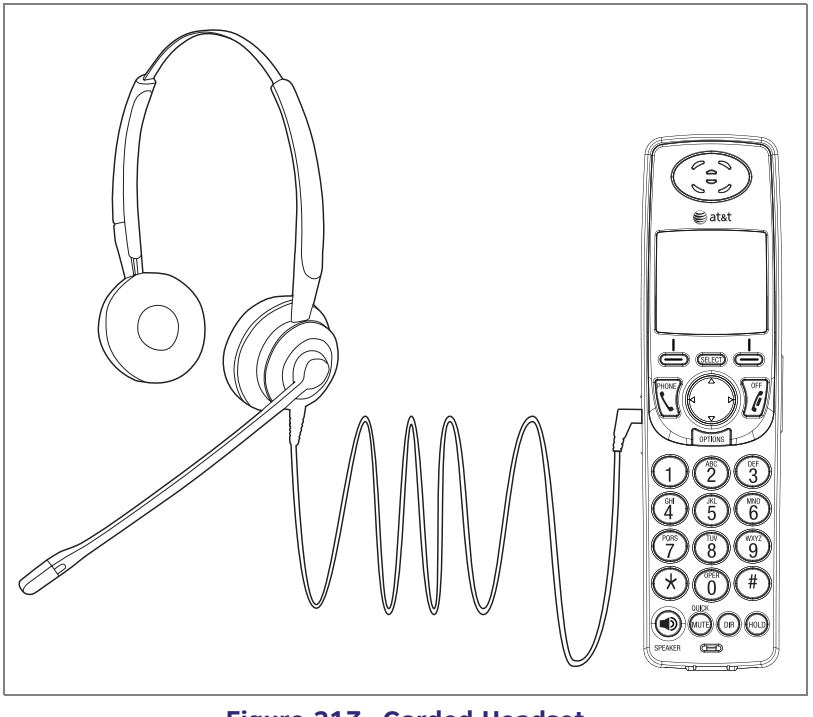


Figure 317. Corded Headset

- Lift the rubber flap to insert an optional 2.5 mm corded headset into the jack on the left side of the Cordless Handset.
- While a corded headset is installed, the audio that would normally be handled by the Handset is handled by the corded headset.
- The Handset returns to normal operation when the corded headset is unplugged.

Call Management Using Headsets

You can use a corded headset, a Cordless Headset, or a combination of the two with the Deskset.

NOTE You can register an optional TL7600 Cordless Headset directly to your Synapse Deskset. There are no wires or cords except for the power cord to the Headset charger. If you use another brand of cordless headset, you will have a more complex setup. To learn more about the AT&T TL7600 Cordless Headset, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

To use a Headset:

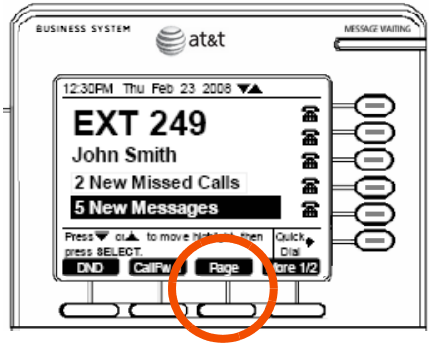
Figure 318. Headset

- From Idle mode or during a call, press **HEADSET**, as shown in Figure 318.
  - If you have a headset connected to the jack on the bottom of the Deskset and turned on, then that headset becomes active.

NOTE You cannot use the Deskset **HEADSET** key to control the audio of headsets connected to the handset jack on the side of the Deskset.

  - If you have a AT&T TL7600 Cordless Headset registered to the Deskset, then the Cordless Headset becomes active.
  - If you have both types of headsets installed, the headset connected to the jack on the bottom of the Deskset becomes active. If you turn off or unplug the headset connected to the jack on the bottom of the Deskset, then the AT&T TL7600 Cordless Headset becomes active.
- To return audio to the Deskset (speakerphone or corded handset), press **HEADSET**.

CHAPTER
11
PAGING



When you need to make an announcement to your organization, use the Page soft key. If your system administrator has set up paging zones, you can page all extensions or a zone.

[ATA] If your Synapse system includes an optional overhead paging (OHP) system, you may be able to page through loudspeakers. If the OHP is a single-zone paging system, it is included when you page **All Extensions**. The single-zone OHP may also be included in an individual paging zone. if the OHP is a multi-zone paging system, it is not included when you page all extensions.

- *"Paging" on page 232*
- *"[ATA] Single-Zone Overhead Paging" on page 234*
- *"[ATA] Multi-Zone Overhead Paging" on page 235.*

Paging

If your system administrator has set up paging zones, you can page all extensions or a zone.

To page all extensions or a paging zone:

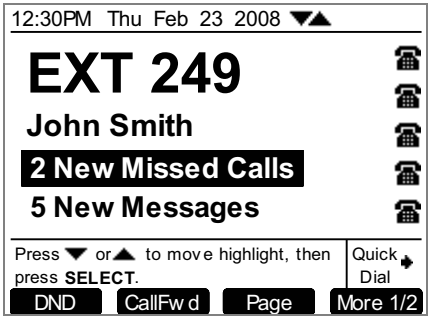


Figure 319. Idle Screen

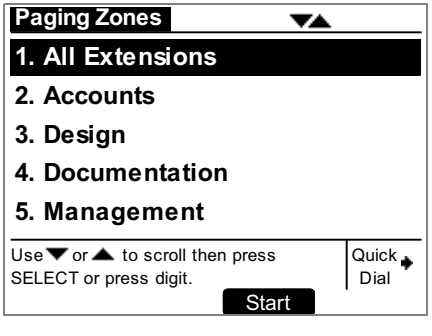


Figure 320. Paging Zones

1. From Idle or from a held call, press Page, as shown in Figure 319. It may be necessary to first press More 1/2 from Idle, or to press More 1/3, then More 2/3 from Hold.

   The paging zones screen displays, as shown in Figure 320.
2. Select **All Extensions** or a paging zone.
3. Press Start. The system emits a short paging tone and displays the Page screen, as shown in *Figure 321 on page 233*.
4. Speak into the speakerphone or pick up the corded handset to speak.
5. When finished, press EndPage, hang up the handset, or press **SPEAKER**. You return to the Idle screen.

To page all extensions or a paging zone: (Continued)

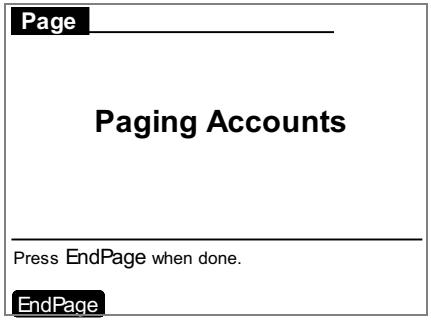


Figure 321. Paging a Zone

At the extensions being paged:

- Desksets involved in active calls, listening to a voicemail message, or playing or recording a name or greeting do not receive pages.
- Press the **VOL+** or **VOL–** keys to adjust the volume. This volume setting affects current and future incoming pages only.
- Lifting the handset cancels the page.
- To page with the Cordless Handset, see *"[Handset] Paging" on page 236*.

NOTE Cordless Handsets cannot page separate zones. They can only page all extensions.

[ATA] Single-Zone Overhead Paging

If your Synapse system includes an optional single-zone overhead paging (OHP) system, your System Administrator may have set up an overhead paging option in the paging zones list, such as for your warehouse. The OHP speakers are included when you page **All Extensions**, and they may be included in other paging zones.

To page using a single-zone overhead paging system:

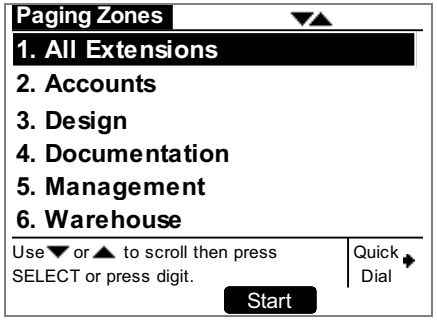


Figure 322. Overhead Paging Zone

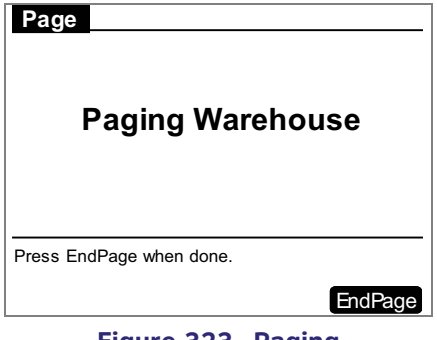


Figure 323. Paging

1. From Idle or from a held call, press Page, as shown in *Figure 319 on page 232*. It may be necessary to first press More 1/2 from Idle, or to press More 1/3, then More 2/3 from Hold.

   The paging zones screen displays, as shown in Figure 322.
2. Select the appropriate zone.
3. Press Start. The system displays the Page screen, as shown in Figure 323.
4. Wait for feedback from your paging system, then speak into the speakerphone or pick up the corded handset to speak.
5. When finished, press EndPage, hang up the handset, or press **SPEAKER**. You return to the Idle screen.

[ATA] Multi-Zone Overhead Paging

If your Synapse system includes an optional multi-zone overhead paging (OHP) system, you have an **Overhead Paging** option in the paging zones list.

To page using an optional multi-zone overhead paging system:

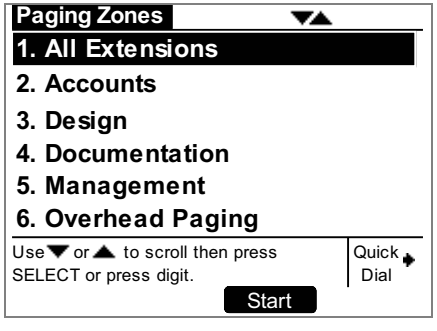


Figure 324. Overhead Paging Zone

Figure 325. Multi-Zone Overhead Page

1. From Idle or from a held call, press Page, as shown in *Figure 319 on page 232*. It may be necessary to first press More 1/2 from Idle, or to press More 1/3, then More 2/3 from Hold.

   The paging zones screen displays, as shown in Figure 324.

2. Select **Overhead Paging**.

3. Press Start. The system displays the multi-zone overhead page screen, as shown in Figure 325.

   If necessary, enter the desired overhead paging zone number.

4. Wait for feedback from your paging system, then speak into the speakerphone or pick up the corded handset to speak.

5. When finished, press EndPage, hang up the handset, or press **SPEAKER**. You return to the Idle screen.

[Handset] Paging

You can page all the extensions in the system.

NOTE Neither zone paging nor (optional) overhead paging is available from the Cordless Handset.

To page all extensions with the Cordless Handset:

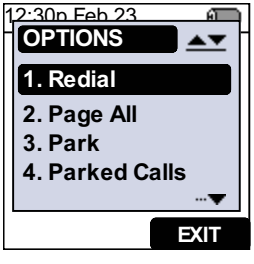


Figure 326. Held Options

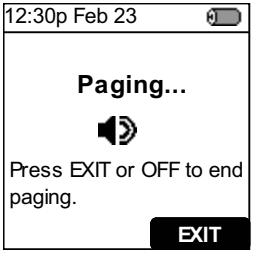


Figure 327. Paging

1. Begin the page:
   - From a held call or Idle mode:
     a. Press **OPTIONS**. The screen shown in Figure 326 displays.
     b. Press **2** to begin the page. The screen shown in Figure 327 displays.

   OR

   - From the Parked Call list:

     Press PAGE to begin the page.

   The Handset originating the page emits a single short tone for half a second just before paging commences. An alert tone also sounds on all paged extensions.
2. Speak into the microphone on the handset.
3. Press EXIT or **OFF** to end paging.

CHAPTER

12

DESKSET-HANDSET INTERACTION

- This section identifies similarities and operating interactions between the SB67030 Deskset and the optional SB67040 Cordless Handset.
- *"[Handset] Answering a Call While Another Device is on a Call" on page 238*
- *"[Handset] Incoming Calls" on page 238*
- *"[Handset] Held Calls" on page 238*
- *"[Handset] Clocks" on page 239*
- *"[Handset] Status" on page 239.*

[Handset] Answering a Call While Another Device is on a Call

The Deskset, Cordless Handset, and Cordless Headset all share the same extension number. If there is an active call, it must be placed on hold before other calls can be placed or answered by one of the other extension devices. You must also switch control to the device you want to use.

[Handset] Incoming Calls

An Incoming Call appears on the Deskset and Cordless Handset, and both devices emit ringtones. If one device answers the call, the other device ceases to ring but its Call Appearance indicators reflect the status of the call. This behavior allows an additional incoming call to appear on either device. If there is a subsequent incoming call, the device currently on an active call emits an abbreviated ringtone but the other device does not.

[Handset] Held Calls

Both the Handset and Deskset display held calls. The Deskset shows held calls in the Call Appearance screen. The Handset displays the current held call with an option to cycle through the Call Deck (see *"Call Management" on page 206*) using the △ or ▽ Navigation key. When there are held calls, either device can retrieve a held call.

The Handset goes into Power Save mode after a period of inactivity. When it is in Power save mode, the display is dark. The held call information is not visible until you or an incoming call wakes up the Handset. You can wake up the Handset by pressing any Handset key.

[Handset] Clocks

The Handset and the Deskset show the current date and time. The clocks on each of the devices run independently, and the system updates the real time frequently. Because the clocks are independent, there may be occasions when the time shown on each is slightly different.

[Handset] Status

The Handset and the Deskset show the current DND and Call Forward All status. They also show the same notifications for new calls and new messages. This status is broadcast from the Deskset to the Cordless Handset as new events occur. This ensures the Handset status remains the same as the Deskset status.

CHAPTER
13
TROUBLESHOOTING

If you have difficulty operating your system, try the following suggestions in this section:

- *"Common Troubleshooting Procedures" on page 241*
- *"General Troubleshooting" on page 249*
- *"Gateway Troubleshooting" on page 259*
- *"Desket Troubleshooting" on page 262*
- *"Cordless Handset Troubleshooting" on page 273*
- *"Cordless Headset Troubleshooting" on page 281*
- *"ATA Troubleshooting" on page 286.*

NOTE For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.

Many corrective actions require logging in as the System Administrator. See the "System Configuration" section the of Synapse Administrator's Guide available at **www.telephones.att.com/synapseguides**.

Common Troubleshooting Procedures

Follow these procedures to resolve common issues.

Resolving Audio Echoes

The SB67010 PSTN Gateway uses automatic telephone line calibration to ensure optimal audio performance on outside calls. If excessive echo occurs on outside calls consistently, observe the Gateway line calibration data to understand any telephone line issues. Occasional echoes may be caused by the other person's phone.

To resolve audio echo issues:

1. Log in as administrator. Click **Device Management**, then **Device Log** in the navigation menu at left.
2. Select the Gateway from the drop-down list. Line Calibration Data appears as shown in Figure 328.
3. Check the loss numbers within the Line Calibration Data box for each telephone line on each Gateway. (A loss number above 10 indicates good audio performance.)

Line Calibration Data

Port	VRMS	Loss	Index	Profile	RX Offset	TX Offset
1	1087	22.5	5	0	0	0
2	1231	21.4	5	0	0	0
3	954	23.6	6	0	0	0
4	5402	8.5	0	1	0	0

Figure 328. Line Calibration Data

To resolve audio echo issues: (Continued)

4. If the loss number is below 10, the system will most often function normally, but there is an increased likelihood of audio performance issues like echo. If the loss number is below 10 the following procedures can be used to increase the loss value:

   a. Unplug that telephone line at the Gateway.

   b. After the line LED turns red, plug the line back in to recalibrate.

5. If the recalibration has no effect, a parallel device such as a fax adapter, alarm system, DSL modem, or DSL splitter/filter may be connected to the system. Parallel external devices may affect line calibration. Temporarily disconnect these devices from the telephone wall jacks that are connected to the same telephone lines, as follows:

   a. Unplug these non–system external devices from their telephone wall jacks.

   b. Unplug the telephone line connections from the Gateway.

   c. After the Gateway Line-Status LEDs turn red, plug the telephone lines into the Gateway again to recalibrate.

   d. If there is a significant increase in the loss number and improved audio performance on those lines after disconnecting a parallel device, consult your telephone service provider to either investigate the problem or to install separate lines for those parallel devices.

Resolving General Audio Issues

Check the following if you hear static, sudden silences, gaps in speech, echoes, distorted speech, or garbled speech.

To resolve general audio issues:

You may be experiencing network problems.

- Your LAN administrator should ensure the following minimum guidelines are met:
  - A switched network topology, which requires attaching network components to switches rather than hubs, is recommended. The network should use standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s.
  - The office network infrastructure should use Cat5 wiring.
- Do not connect a network server PC to the PC port on the Deskset.

If you have Digital Subscriber Line (DSL) service, you may be experiencing telephone line problems.

- Make sure you have a DSL filter plugged in between each DSL line and the telephone wall jack.
- You may need a higher quality DSL filter than you are currently using. You can also try plugging in multiple DSL filters in sequence to decrease DSL interference.
- Move the DSL line to the lowest priority line, which is Line 4 on the highest numbered Gateway, as indicated on the Gateway display.

The Gateway might not have recognized a new PSTN line, so line calibration — which allows the Gateway to adjust its performance depending on the phone lines' characteristics — did not occur. After unplugging the telephone line, wait two full seconds for the LED to turn red before plugging the telephone line back into the Gateway.

Reintroducing a Deskset Into the System

If there are fewer than 51 Desksets in the system and a Deskset screen displays **Synch Failed** or **Synchronizing...** for a long time, you may need to remove the Deskset from the system and reintroduce it. This problem may have been caused by a network disruption, the Deskset having been part of a different network, or by an AC power failure.

To reintroduce a Deskset into the system:

1. Ensure that the Deskset is connected to the same LAN subnet as other system Gateways and Desksets. Ensure that the PC you will use to access the WebUI is either on the same subnet as Synapse, or that the PC subnet can communicate with the Synapse subnet. Devices on the same subnet generally share the first three octets of their IP addresses. If the subnets are different, contact your installer.
2. If you want to retain the programming for a problem Deskset, back up the Deskset.

   See "Back Up and Restore Settings" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.

   a. Log in as administrator. Click **Device Management**, then **Back up/Restore**, and then **Extension Settings** in the navigation menu at left.

   b. Select the extension from the **New Extension Number** drop-down list, and click Back up Extension to save the file to a specified location on your computer. You will need to locate and retrieve this file later, so make sure you remember where you saved it. The default file name will be in the format:

      backup_ds_[extension number]_[year]–[month]–[day]_[time].cfg.

      If you back up the same extension less than one minute after creating the back up, you may overwrite the earlier backup file.

NOTE If the desired extension number is not in the drop-down list, choose **Select Extension** from the drop-down menu. The WebUI defaults to backing up the extension whose IP address was used for logging into the WebUI.

To reintroduce a Deskset into the system: (Continued)

3. Perform a complete factory reset to return to the values set at the factory. Insert a pen or the end of a paper clip into the reset switch, located on the underside of the Deskset, as shown in Figure 329. Hold until **Restoring to Factory Defaults** appears on the screen (approximately 5 seconds). After the Deskset restarts, it will rejoin the system. The Deskset will be given the lowest available extension number, which may be different than its previously assigned extension number.

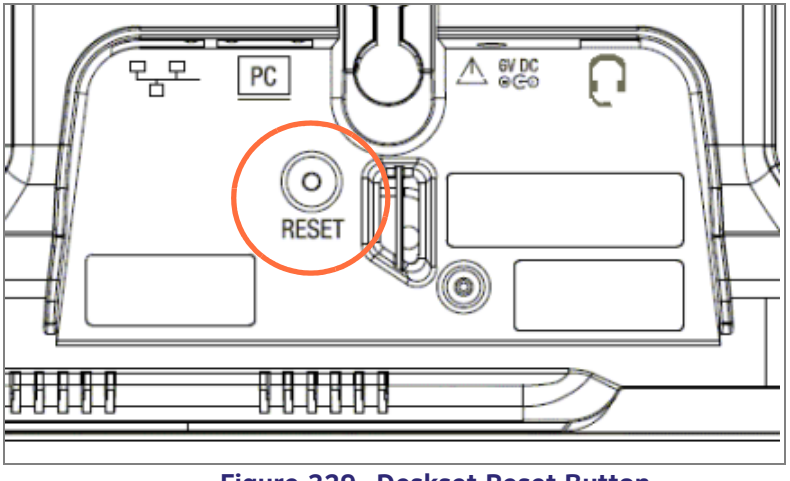


Figure 329. Deskset Reset Button

4. If you backed up the Deskset settings in Step 2, restore your settings.

   a. Log onto the WebUI as the Administrator at the PC where you stored the back up file.

   b. Click **Device Management**, then click **Back up/Restore**.

   c. Under **Back up Deskset Settings**, select the Deskset's newly assigned extension number from the drop-down list.

   d. Select the back up file.

   e. Click **Restore Extension**.

5. Synapse Desksets with static IP addresses need to have new addresses assigned if the Deskset IP addresses are to be used for logging into the WebUI. At the Deskset, press **MENU** –> **3** –> **4** –> **2** to set the **IP address**.

Reintroducing a Gateway or ATA Into the System

If there are fewer than five Gateways in the system, and a Gateway or ATA screen displays **Synch Failed** or **Synchronizing...** for more than a few minutes, you may need to remove the Gateway or ATA from the system and reintroduce it. This problem may have been caused by the Gateway or ATA having been part of a different network or by a network disruption, which may have been caused by an AC power failure.

To reintroduce a Gateway or ATA into the system:

1. Ensure that the Gateway or ATA is connected to the same LAN as other system Gateways, Desksets, and the PC you will use to access the WebUI. Confirm that the first three octets of the IP address match other devices in the system.
2. Back up the system if you are reintroducing a Gateway and this is the only Gateway.

   NOTE If you are reintroducing a Gateway or ATA, and there are other Gateways that are synchronized, this step is not necessary.

   a. Log in as administrator using the Gateway or ATA **IP Address**, shown on the Gateway or ATA display.
   b. Click **Device Management**, then **Back up/Restore**, then **System Settings** in the navigation menu at left.
   c. Click **Back up System Settings** and save the file to a specified location on your computer. You will need to locate and retrieve this file later, so make sure you remember where you saved it. The file name will be in the format:

      backup_system_[year]–[month]–[day]_[time].cfg.

      If you back up the system less than one minute after creating another back up, you may overwrite the earlier file.

      The system backup also saves ATA setup information.
3. Disconnect the Gateway or ATA from the network by unplugging the Ethernet cable from the Ethernet port located on the front of the Gateway.

To reintroduce a Gateway or ATA into the system: (Continued)

4. Complete a factory reset to restore factory values. Insert a pen or the end of a paper clip into the reset switch (located on the front of the Gateway and ATA) and hold it for more than five seconds until the LCD displays **Restoring to factory defaults**.
5. Reconnect the Gateway or ATA to the network and ensure that it synchronizes with the other devices.
6. If you are reintroducing the only system Gateway, restore your settings.
   a. Log in as administrator at the PC where you stored the back up file.
   b. Click **Device Management**, then **Back up/Restore**, then **System Settings** in the navigation menu at left.
   c. Select the system settings to restore. The default is all settings.
   d. Under **Restore System Settings**, click Browse... and select the correct back up file.
   e. Click **Restore System Settings**.

Power Failure Recovery Procedure

To recover after a power failure:

When AC power returns after a power failure, the system self–assigns a link–local address to the Deskset beginning with number 169.254.

- If the Deskset is set for automatic IP address configuration, it searches for the DHCP server. If the DHCP server is found, it assigns an IP address.
- If the Deskset is set with static IP addresses, the address does not change.

Once power has resumed after a power failure, we recommend that you check each Deskset, Gateway and ATA to confirm that it has started up properly. If any of the system devices' screens report **Sync Failed** or **Synchronizing...** for more than 10 minutes, refer to *"Reintroducing a Deskset Into the System" on page 244* and *"Reintroducing a Gateway or ATA Into the System" on page 246* for recovery methods from these states. Log in as administrator using the IP address of a synchronized device. Click **System Settings/System Information** and click **Detailed Site Information** to check system status. The table will show you which devices are currently connected to the system.

General Troubleshooting

For more information about the corrective actions recommended in this troubleshooting section, see the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.

Symptom	Probable Cause	Corrective Action	General Troubleshooting
Unable to access the WebUI Log–in page from computer.	The computer is not connected to the same subnet (network) as the Deskset, and the subnets are not set up to communicate.	■ Verify the IP address. You must correctly enter the IP address of your Deskset into your Internet browser's address bar. At the Deskset, press **MENU** –> **4** to see the **IP address** displayed in the third line of the information. ■ Ensure that there is an Ethernet cable attached to Network port on the Deskset and to the LAN. If a PC at the same workstation is sharing the LAN connection, attach an Ethernet cable to your computer's Ethernet port and to the PC port on the back of the Deskset. ■ Confirm that your computer and your Deskset are on the same subnet so that they can talk to each other. Check that the first three sections of each IP address are the same. If they are not, they may not be connected to the same subnet. Contact the installer; the subnets may not be set up to communicate.	
	The local address, rather than the network IP address, was used in the address line of the browser.	■ Use the network IP address assigned through DHCP or manually in the address bar of the browser.	

Symptom	Probable Cause	Corrective Action	General Troubleshooting
WebUI reverts to Log–in page after clicking a navigation link.	The browser is not checking for newer version of pages.	■ Ensure that your Internet browser is working normally. It may not be automatically caching pages. For example, in Internet Explorer 6, click **Tools** –> **Internet Options**. Then under **Temporary Internet files**, click **Settings**. Under **Check for newer versions of stored pages**, select **Automatically**.	
Changes made to System Configuration from WebUI are not saved.	More than one person is using the WebUI to change System Configuration at the same time.	■ Make sure only one person logs on as the administrator at a time.	
An extension number was not changed correctly.	That extension may have been on a call while the extension number was changed in the WebUI, or someone tried to change the extension number to a number that was already being used.	■ Change the extension number again. Make sure no one is using that extension while you are changing its settings. ■ Make sure that new extension number is not already being used.	
Outside caller cannot find extension in Company Directory.	The user for that Deskset has not recorded a Personal Name.	■ Record a name at the Deskset. Press **MENU** –> **User Settings** –> **Name Recording** to record a Personal Name to be played to callers.	
	A first and last name have not been entered into the Extension List.	■ The System Administrator must enter extension names.	

Symptom	Probable Cause	Corrective Action	General Troubleshooting
You hear static, sudden silences, gaps in speech, or garbled speech.	You may be experiencing network problems.	■ Your LAN administrator should ensure the following minimum guidelines are met: • A switched network topology is recommended (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s). • The office network infrastructure should use Cat5 wiring. ■ Do not connect a network server PC to the PC port on the Deskset. ■ Make sure the network cable is solidly plugged in. If you tug on the cable, the plug should remain inserted.	
Calls are dropped.	Restoring the Deskset settings while that extension is in use will cause all calls to be dropped.	■ Avoid updating software or restoring the Deskset settings when a user is at the workstation.	
A call is forwarded or transferred to an outside telephone number and the call is disconnected.	Telephone line to telephone line call times have been restricted. Calls that are forwarded or transferred to an outside phone number use two PSTN lines for the duration of the call. To avoid tying up two PSTN lines, these calls are on a timer.	■ The System Administrator cam modify the call forward timing.	

Symptom	Probable Cause	Corrective Action	General Troubleshooting
You hear echoes, distorted speech, or static.	At least one of the PSTN lines has DSL, which is not properly filtered.	■ Make sure you have a DSL filter plugged in between each DSL line and the telephone wall jack. ■ You may need a higher quality DSL filter than you are using. You can also try plugging in multiple DSL filters in sequence to decrease DSL interference. ■ Move the DSL line to the lowest priority line, which is Line 4 on any Gateway.	
	There is a non–system set plugged into one of the telephone wall jacks.	■ Remove any parallel systems from the PSTN line (connected through a splitter, for example) such as an analog phone, fax machine, or alarm system.	
	The Gateway did not recognize a new PSTN line being plugged in, so line calibration — which allows the Gateway to adjust its performance depending on the phone lines' characteristics — did not occur.	■ Confirm an Ethernet cable is plugged into the Deskset port marked . ■ Ensure that the line LED is solid red before plugging in the PSTN line. ■ When unplugging the line, wait two full seconds for the LED to turn red before plugging it back in.	
Prompt created for Auto Attendant menu or Hold Announcement not saved.	You must hang up the extension before saving the recording.	■ After recording a prompt for an Auto Attendant menu or for the Hold Announcement, hang up the extension before pressing Save Recording in the WebUI.	
I cannot record a Hold Announcement or an Auto Attendant prompt.	Calls to the extension you want to use may be immediately forwarded.	■ Choose an extension that is not set up to automatically forward calls.	

Symptom	Probable Cause	Corrective Action	General Troubleshooting
Internet connection or access to the local network on my computer does not work after installing the Deskset.	The Ethernet cords are not installed correctly.	■ Check that the Ethernet cord from the computer is plugged into the Deskset port labeled PC. A second Ethernet cord should be plugged into the Ethernet port on the Deskset marked with the other end plugged into your LAN.	
My PC is slower now that I have connected it to the LAN through the Deskset.	A computer connected through the Deskset will be limited to 100 Mbits/s.	■ Use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth.	
My PC, which is connected to the LAN through the Deskset, briefly loses its network connection.	For PCs connected to the LAN through Desksets, disruption to the Deskset operation affects the PC. For example, when the Deskset restarts (possibly due to a software upgrade) the connection to the LAN will be temporarily lost.	■ If the PC is connected to the LAN through the Deskset, avoid updating software or restoring the Deskset settings when a user is at the workstation. ■ If the PC is connected to the Deskset, and if the PC is connected to an Uninterruptible Power Supply (UPS), plug the Deskset into a UPS. ■ Use separate Ethernet connections for the Deskset and the computer.	
Device does not connect with other Synapse devices.	Device has previous data and settings that are now inconsistent with current system settings.	■ Erase all Deskset data and settings by pressing the reset button on the bottom of the Deskset for more than five seconds. ■ The Ethernet cable may be connecting the Network port on the bottom of the Deskset, marked , to another system device, rather than to the Network. Make sure the Ethernet cable is attached to the LAN.	

Symptom	Probable Cause	Corrective Action	General Troubleshooting
Device becomes sluggish or unresponsive during or immediately after software upgrade.	Cannot connect to AT&T server or the device encountered unexpected problem.	■ Disconnect the power to the device, wait a few minutes, then reconnect the power and try the upgrade process again.	
Device displays "Host Not Found" after user attempts a software upgrade.	The user attempted a software upgrade with no outside Internet connection.	■ Ensure you have Internet connectivity and that your Internet Service Provider is operating normally. ■ Ensure your firewall is not blocking http requests. ■ Ensure that http requests are not being directed to a firewall log–in page. ■ Ensure that your http requests are not being routed through a proxy server.	
Device displays an error message other than "Host Not Found" after user attempts a software upgrade.	The device encountered an unexpected problem.	1. Disconnect the power to the device, wait a few minutes, then reconnect the power and try the upgrade process again. 2. If the error message persists, contact the person who installed your system. 3. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007.** In Canada, call **1 (888) 883-2474**.	

Symptom	Probable Cause	Corrective Action	General Troubleshooting
Device is sluggish, unresponsive, or behaving unusually.	The device encountered an unexpected problem.	■ Disconnect the power to the device, wait a few minutes, then reconnect the power and wait for the device to boot up. **OR** Press the reset switch for less than five seconds. CAUTION *Pressing the switch for more than five seconds will erase all data and settings.*	
WebUI is unresponsive.	The device encountered an unexpected problem.	1. Close the unresponsive web browser, reopen the browser, and log back in. 2. If this does not work, try again using the IP address of a Deskset that is connected to the PC you are using. 3. If this does not work, try closing the browser and waiting 10 minutes before logging back in.	
System clock displays incorrect time.	Lack of internet access for current time data.	1. As administrator, log into the WebUI. 2. Click **System Basic Settings** in the WebUI navigation menu at left. 3. In the **System Time/Date Options** section, specify a local Network Time Protocol (NTP) Server, or manually set the time. 4. Click Apply.	

Symptom	Probable Cause	Corrective Action	General Troubleshooting
Device upgrade failed, the WebUI displays "Login to target device failed", and the WebUI and device screens display the old software version.	The software version of the device you are currently logged into is no longer compatible with the software version of other devices within the network.	1. As administrator, log into the WebUI using the IP address of a device that does not have updated software and is not having any problems. Click **Device Management**, then **Update Device** in the WebUI navigation menu at left. 2. From the **Update Device** drop-down list, select the ATA or a Gateway or Deskset. Unless this is the last device to be updated, do not select the device whose IP address you are using. 3. Click Install Update. The selected device updates its software and reboots. 4. After the device reboots, check the software version number on the device to confirm that the upgrade was successful. ■ On the Deskset, press **MENU** –> **Deskset Information** –> **P Firmware Ver**. ■ On the Gateway or ATA, press the SELECT key to access the **Main Menu**. Then select **Device Information**, then **Software Version**. 5. After updating all other devices, upgrade the device whose IP address you are using.	

Symptom	Probable Cause	Corrective Action	General Troubleshooting
The WebUI displays "Login to target device failed."	The software version of the device you are currently logged into is no longer compatible with the software version of other devices within the network.	1. As administrator, log into the WebUI using the IP address of the device that caused the problem. Click **Device Management**, then **Update Device** in the WebUI navigation menu at left. 2. Click Install Update. The selected device updates its software and reboots. 3. After the device reboots, check the software version number on the device to confirm that the upgrade was successful. ■ On the Deskset, press **MENU** –> **Deskset Information** –> **P Firmware Ver**. ■ On the Gateway or ATA, press the SELECT key to access the **Main Menu**. Then select **Device Information**, then **Software Version**.	
	The device to be updated is unplugged.	■ A device is unplugged; verify that the device is powered up.	
	The device to be updated has failed to synchronize with the system.	■ Verify that the other device says **Synchronized.** If it does not, refer to *"Reintroducing a Deskset Into the System" on page 244* or *"Reintroducing a Gateway or ATA Into the System" on page 246*.	

Symptom	Probable Cause	Corrective Action	General Troubleshooting
Calls directed to the operator are misdirected.	You deleted an old Deskset and replaced it with a new one. Even though you backed up the Deskset settings first and restored them to the new Deskset, the system operator assignment must be redone.	■ If you remove a Deskset from the system, any system settings, such as operator assignment to that extension, will change to the lowest-numbered extension.	
The Auto Attendant does not send calls to the correct extension.	You deleted an old Deskset and replaced it with a new one. Even though you backed up the Deskset settings first and restored them to the new Deskset, the Auto Attendant settings for that set were deleted.	■ If you remove a Deskset from the system, any Auto Attendant menu assignment to that extension will revert to "None". ■ Review your Auto Attendant settings: a. Log in as administrator. b. Click **System Settings**, then **Auto Attendant**, then **General Settings** in the navigation menu at left.	

Gateway Troubleshooting

For more information about the corrective actions recommended in this troubleshooting section, see the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.

Symptom	Probable Cause	Corrective Action Gateway Troubleshooting
Gateway does not work at all.	There is no power to the device.	■ Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch. ■ Verify that the AC power outlet has power, such as plugging in some other AC device. If nothing works, contact an electrician or use another power outlet. ■ Verify that the DC plug is plugged into the power jack marked DC 5.1V ⊙⊂⊕ on the front of the Gateway.
Gateway screen displays **Network Down**.	The Ethernet cable is unplugged.	■ Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the front of the Gateway and that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet port on the Gateway is green. If it is not, unplug the cable and plug it in again. ■ There may be a problem with the office network. Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator.

Symptom	Probable Cause	Corrective Action	Gateway Troubleshooting
Gateway screen displays **Synch Failed**.	The Gateway was disconnected, then reconnected after configuration changes were made to the system.	■ Refer to *"Reintroducing a Gateway or ATA Into the System" on page 246*.	
Gateway screen displays **Synch Failed**. *(Continued)*	The Gateway was configured on another network or has returned to the system after being deleted from the system.	■ Reset to factory defaults by using a paper clip to press and hold the reset switch (located on the front of the unit) for more than five seconds. See *"Reintroducing a Gateway or ATA Into the System" on page 246*.	
	The maximum number of Gateways for the site has been reached. A system can have only four Gateways.	■ A Gateway must be removed from the network and deleted from the system before another Gateway can be added.	
Deskset cannot make or receive phone calls and the Gateway screen displays **Synchronizing...**.	The Gateway and the Deskset are on different subnets.	■ The Gateway may display **Synchronizing...** for a few seconds. This is normal and does not indicate a problem. ■ If this Gateway is the first device on the network, **Synchronizing...** displays continuously until another device is connected to the network. ■ If you need to use static IP addresses, ensure that all system devices and any PCs from which you access the WebUI have static IP addresses that are on the same subnet.	

Symptom	Probable Cause	Corrective Action	Gateway Troubleshooting
Deskset cannot make or receive phone calls and the Deskset screen displays **Synchronizing...**. *(Continued)*	The Deskset is the only device on the subnet.	■ Power cycle the Deskset by unplugging the power cord and plugging it back in. ■ If power cycling does not work, back up your Deskset and reset to factory defaults by using a paper clip to press and hold the reset switch (located on the underside of the unit) for more than five seconds. Restore your settings after restart.	
Gateway is not active immediately after a power interruption.	The Gateway needs time to restore service.	■ Allow at least 30 seconds for the Gateway to boot up again after a power failure.	
Bypass jack does not work during power failure.	The PSTN line is not in the correct jack.	■ Make sure there is a PSTN line plugged into Line 4. ■ Make sure an analog phone is plugged into the bypass jack (using a modular line cord).	
Line-Status LEDs do not flash red when the telephone line cords are plugged into the Gateway after power is switched on.	Line calibration allows the Gateway to adjust its performance depending on the phone lines' characteristics. The Gateway may not have performed calibration.	■ Make sure an Ethernet cable is plugged into the port marked LAN. ■ Unplug the telephone line and wait two full seconds for the Gateway line LED to turn red before plugging it back in.	

Deskset Troubleshooting

For more information about the corrective actions recommended in this troubleshooting section, see the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset does not work at all.	There is no power to the device.	■ Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch. ■ Verify that the AC power outlet has power, such as plugging in some other AC device. If nothing works, contact an electrician or use another power outlet. ■ Verify that the DC plug is plugged into the DC 5.1V jack on the bottom of the Deskset labeled ⊙⊂⊕.	
Deskset screen displays **Network Down**.	The Ethernet cable is unplugged.	■ Ensure that one end of the Ethernet cable is plugged into the Ethernet port beneath your Deskset labeled 品. ■ Check that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet port on the bottom of the Deskset turns green. If it does not, unplug the cable and plug it in again. ■ If the Deskset still does not synchronize, there may be a problem with the office network. Reset or restart the router/server.	
My PC is slower now that I have connected it to the LAN through the Deskset.	A computer connected through the Deskset will be limited to 100 Mbits/s.	■ Use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth.	

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset screen displays **Synch Failed**.	The Deskset was disconnected, then reconnected after configuration changes were made to the system.	■ Refer to *"Reintroducing a Deskset Into the System" on page 244*.	
	The Deskset has returned to the system after being deleted from the system.	■ Refer to *"Reintroducing a Deskset Into the System" on page 244*.	
	The Deskset was configured on another network.	■ To save your local settings, back up the Deskset. Then reset the Deskset to factory defaults: insert a pen or paper clip into the reset hole and press for at least five seconds. ■ Restore your settings after restarting.	
	The same Deskset extension number already exists.	■ Reset the Deskset to factory defaults without the network cable connected.	
	A Deskset from another system was connected to the current system.	■ Reset the Deskset to factory defaults without the network cable connected.	
Other Desksets do not appear in the extension list.	The Deskset is not connected to the same subnet as the other Desksets.	■ Verify that the first two sections of the IP address (the portion before the second "dot") match the IP addresses of the other Desksets or that the subnets are set up to communicate with each other. Press **MENU** and then **4** at a Deskset to find the IP address. ■ If the other Desksets have been assigned static IP addresses, you may have to assign your Deskset a static IP address to match the other Desksets.	

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset cannot make or receive phone calls and the Deskset screen displays **Synchronizing...**.	The Deskset is the only device on the subnet, or is on a different subnet than any Gateways.	■ The Deskset may temporarily display **Synchronizing...** for a few seconds. This is normal and does not indicate a problem. ■ If this Deskset is the first device on the network, **Synchronizing...** displays continuously until another device is connected to the network. ■ Confirm that the first three octets of the Deskset IP address match the IP addresses of other system devices. ■ Power cycle the Deskset by unplugging the power cord and plugging it back in. ■ If power cycling does not work, back up your Deskset and reset to factory defaults by using a paper clip to press and hold the reset switch (located on the underside of the unit) for more than five seconds. Restore your settings after restart.	
Deskset cannot make or receive phone calls and the Deskset screen displays **Synchronizing...**. *(Continued)*	The Deskset may have an incompatible software version.	■ Log into the WebUI using the IP address of the Deskset. Update the software. See "Update Device" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.	

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Unable to make outside calls.	An outside phone number cannot be accessed through the Gateway.	■ Ensure that you enter a **9** before the telephone number to indicate this is an outside call. For example, **9-1-555-0123**. ■ If you see **All Phone Lines Busy** on the Deskset screen, try again later because all outside lines may be in use. ■ Ensure that a Gateway is connected to the network and that it resides on the same subnet as the Deskset.	
Deskset does not receive incoming calls.	Incoming call notifications have been suppressed or are unable to reach the Deskset.	■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset and that the other end is plugged into your office LAN. ■ Verify that Do Not Disturb is off. Make sure that **DND** is not in the top right corner of the Deskset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ Verify that Call Forward All is off. Make sure that FWD ON is not in the top right corner of the Deskset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ If the Deskset does not ring on an incoming call, press the **VOL+** key to increase ringer volume. ■ Incoming calls may be directed to a Ring Group that you are not part of.	
Excessive echo heard at the Deskset on outside calls.	The automatic line calibration did not run properly.	■ There may be non–system equipment connected in parallel to the telephone line. See *"To resolve audio echo issues:" on page 241*.	

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset is not active immediately after a power interruption.	The system needs time to restore service.	■ Allow at least one minute for the system to boot up again after a power failure.	
My PC, which is connected to the LAN through the Deskset, briefly loses its network connection.	For PCs connected to the LAN through Desksets, disruption to the Deskset operation affects the PC. For example, when the Deskset restarts (possibly due to a software upgrade) the connection to the LAN will be temporarily lost.	■ If the PC is connected to the Deskset, and if the PC is connected to an Uninterruptible Power Supply (UPS), plug the Deskset into the UPS. ■ Use separate Ethernet connections for the Deskset and the computer.	
Deskset does not receive Voicemail.	Calls are not being directed to Voicemail, or the Voicemail memory is full.	■ Verify that Call Forward All is off. Make sure that FWD ON is not in the top right corner of the Deskset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ Check the Call Forward – No Answer setting (in Admin Settings). Calls may be forwarding to another phone number instead of Voicemail. ■ Check your available Voicemail memory. You may need to delete some messages to create space.	
Number of new messages or all messages does not match on Cordless Handset and Deskset.	Cordless Handsets registered to Desksets that have access to Group Mailboxes do not recognize the messages in the Group Mailboxes.	■ None. The optional Cordless Handsets do not have access to Group Mailboxes. Therefore, Group Mailbox messages do not accrue on the Handset.	

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset does not automatically forward a call to another extension.	The Call Forward All settings are incorrect.	■ Check that Call Forward All is on (FWD ON should appear in the top right corner of the screen while in Idle mode). ■ Ensure that a valid extension number has been entered as a destination extension. ■ Confirm that the Call Forward All **Target** is set to ◀ Ext ▶.	
Calls dropped.	Restoring Deskset settings while that extension is in use will cause all calls to be dropped.	■ Avoid updating software or restoring Deskset settings when a user is likely to be using the phone.	
	The network is down.	■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled and that the other end is plugged into your office LAN.	
	The Deskset extension was changed during the call.	■ Contact your system administrator. If changes were made to your extension while you were on a call, that call will be dropped.	

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset does not automatically forward a call to an outside phone number.	Forwarding to outside phone number has been disabled or Call Forward All settings are incorrect.	■ Check that forwarding to an outside phone number has been enabled. See "Call Forward-NA to an Outside Phone Number" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**. ■ Check that Call Forward All is on (FWD ON should appear in the top right corner of the screen while in Idle mode). ■ Ensure that a valid outside number has been entered as a destination number. Entering a **9** before the number is not necessary. ■ Confirm that Call Forward All **Target** is set to Phone#.	
Unable to manually forward a call to Voicemail.	Calls forwarded to a Ring Group cannot be forwarded to Voicemail by a Deskset user.	■ The system administrator can designate a Deskset as a forwarding destination if the call is unanswered. If that Deskset does not answer the forwarded call, the call will be forwarded again according to that Deskset's settings.	
Unable to transfer call to extension.	The extension is unavailable.	■ Check if the destination extension is disconnected from the network. ■ Ensure that the extension exists. ■ All the destination extension's lines may be busy. ■ If the party you have on hold hangs up, call back and start the transfer process again.	

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Unable to transfer call to outside phone number.	Transferring to an outside phone number has been disabled, or no lines are available.	■ Check that transferring to an outside phone number has been enabled. See "Call Forward-NA to an Outside Phone Number" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**. ■ Ensure that the Gateway is connected to the network. ■ All PSTN lines may be in use. If so, try again later.	
Caller ID is not working. The display shows ◀Phone#▶ and a digit for the name, and the same digit for the phone number.	Your organization does not subscribe to caller ID service or you have DSL phone lines without filters installed.	■ Caller ID is a subscription service. You must subscribe to this service from your local telephone service provider for this feature to work on your phone. ■ The caller must be calling from an area that supports caller ID. ■ Both you and your caller's telephone companies must use caller ID compatible equipment. ■ If you have DSL phone lines, confirm that you have a DSL filter plugged in between each Deskset and DSL wall jack.	
DDNs (Directory Dial Numbers) do not dial out properly from the Call Log.	This system does not support DDN.	■ DDNs in the Call Log are treated like all other caller ID phone numbers.	
I am unable to record a prompt.	The selected Deskset is set up to forward all calls.	■ Select a different Deskset to record the greeting. ■ Disable the call forwarding on the selected Deskset.	

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Incomplete Voicemail messages.	Recording interrupted by time–out or full memory.	■ If a caller leaves a very long message, part of it may be lost when the Deskset disconnects the call after two minutes. ■ If the caller pauses for longer than six seconds, the Deskset stops recording and disconnects the call. ■ If the Deskset's memory becomes full during a message, the Deskset stops recording and disconnects the call. ■ If the caller's voice is very soft, the Deskset may stop recording and disconnect the call.	
System does not respond to remote Voicemail commands.	The system cannot detect Dual-Tone Multi-Frequency (DTMF) tones, which are the signals sent when the caller presses Dial-Pad keys.	■ Confirm you have entered star, star (**) before entering your remote access code (user password). If you have no password, press star, star (**), then pound (#). ■ Confirm you are calling from a touch–tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch–tone telephone and cannot activate the answering system. ■ The answering system might not detect the star, star (**) while your announcement is playing. Try waiting until the announcement is over before entering the code. ■ There may be interference on the phone line you are using. Press the Dial-Pad keys firmly.	

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset soft keys have changed.	The highlight bar has moved to another line on the screen.	■ The soft keys reflect the call state and Deskset functions. They change depending on which line is highlighted. For example, there may be a held call, an active call, or an incoming call on the screen. To view the soft keys for that call, move the highlight bar by pressing the △ or ▽ Navigation key.	
Unable to add an entry to Quick-Dial list.	The Quick-Dial list is full — a maximum of six entries are allowed.	■ You can edit Quick Dial entries on the Deskset or the WebUI. You cannot delete Quick-Dial entries. If you wish to replace an entry, edit the entry and replace the details.	
Caller hears, "That key is not recognized." or "The key you have pressed is not recognized".	The caller pressed an invalid key when interacting with the Auto Attendant.	■ Confirm that your Auto Attendant main menu presents the correct options for the Auto Attendant flow you have created.	
Caller hears, "Invalid extension." while interfacing with the Auto Attendant.	The caller entered an extension number that does not exist in your system.	■ Provide callers with the right extension number.	
	The caller was forwarded to an extension number that does not exist in your system when interacting with the Auto Attendant.	■ A Deskset may have been unplugged since the Auto Attendant was set up.	

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Unable to locate the Cordless Handset from the Deskset.	The Cordless Handset's battery is dead or the Cordless Handset is out of range or not registered.	■ Charge the Cordless Handset battery. ■ If LocateHS does not appear on the Deskset Idle screen, then the Cordless Handset is not registered. Register the Handset at the Deskset. Press **MENU** –> **User Settings** –> **Cordless Settings** –> **Handset** –> **Register**.	
	You deregistered the Cordless Handset on the Handset, but the Deskset still indicates it is registered.	■ Deregister the Cordless Handset on the Deskset. On the Deskset, press **MENU** –> **User Settings** –> **Cordless Settings**. If the Handset is registered, the screen indicates **1. Handset (Registered)**. Press **SELECT** to deregister the Handset.	
You are told to restore Deskset factory defaults.	The Deskset needs to be reset.	■ Reset the Deskset. Insert a pen or paper clip into the reset hole and press for more than five seconds.	
The menu does not work.	There may be no power or the Deskset may need to be reset.	■ If the screen is blank, verify that power is applied. ■ Reset the Deskset. Insert a pen or paper clip into the reset hole and press for more than five seconds.	
The screen displays **Synch Failed**.	The Deskset synch failed when trying to connect to the system.	■ Reset the Deskset. Insert a pen or paper clip into the reset hole and press for more than five seconds.	

Cordless Handset Troubleshooting

For more information about the corrective actions recommended in this troubleshooting section, see the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.

Symptom	Probable Cause	Corrective Action Cordless Handset Troubleshooting
Handset does not work at all (LCD is black).	There is no power to the device.	■ Confirm the battery is installed and charged correctly. ■ Place the Handset into the accessory charger. Ensure the charger is securely plugged into an outlet not controlled by a wall switch. The Charge LED on the accessory charger should light and the Handset display should indicate that the Handset is charging. ■ Verify that the charger's AC power outlet has power, such as plugging in some other AC device. If nothing works, contact an electrician or use another power outlet. ■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery before the low battery icon displays on screen.

Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Extension number does not match the Deskset.	The Handset has been registered to another Deskset.	1. Check the Deskset to see if a Handset has been registered. If so, deregister it. On the Deskset, press **MENU** –> **User Settings** –> **Cordless Settings** –> **Handset** –> **DeReg**. 2. Deregister your Handset. On the Handset, press **OPTIONS** –> **Settings** –> **Deregister**. 3. Start the registration process again. Register the Handset at the Deskset. Press **MENU** –> **User Settings** –> **Cordless Settings** –> **Handset** –> **Register**.	
Unable to create new Directory or Quick-Dial entry.	This feature is not supported on the Handset.	■ Although you can access the Directory or Quick Dial on the Handset, creating, deleting, or editing entries can only be done on the Deskset or WebUI.	
Handset registration is not working.	The Handset and the Deskset are not communicating with each other.	■ Confirm you have placed the Handset in the charger and check that the screen on the Handset turns on before you press the Register soft key on the Deskset. ■ If registration does not start, try lifting the Handset out of the charger for a few seconds before placing it back. ■ The Handset may indicate that it is registered but the Deskset indicates that it is not registered. • Deregister the Handset at the Handset. Press **OPTIONS** -> **Settings** –> **Deregister**. • Register the Handset at the Deskset. Press **MENU** –> **User Settings** –> **Cordless Settings** –> **Handset** –> **Register**.	

Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Unable to make outside calls.	The Handset cannot communicate with the Deskset.	■ First, ensure that the Deskset can make outside calls. If it cannot, consult *"Deskset Troubleshooting" on page 262*. ■ Confirm that your Handset is registered to your Deskset. On the Handset, press **OPTIONS** –> **Settings** –> **Product ID** and check that the bottom line reads **Registered: YES**. ■ You might be out of range of the Deskset; try moving closer. If you see the Idle screen, then the Handset is successfully communicating with the Deskset.	
Handset does not receive incoming calls.	The incoming call notifications have been suppressed.	■ Ensure that the Deskset can receive incoming calls. If it cannot, consult *"Deskset Troubleshooting" on page 262*. ■ Verify that Do Not Disturb is off. Make sure that DND ON is not in the top right corner of the Handset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ Verify that Call Forward All is off. Make sure that FWD ON is not in the top right corner of the Handset display. Turn this feature off by using the Deskset Idle screen soft keys.	

Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Handset does not receive incoming calls. *(Continued)*	Incoming call notifications do not reach the Handset.	■ Confirm that your Handset is registered to the Deskset. At the Deskset, press **MENU** –> **User Settings** –> **Cordless Settings**. If the Handset is registered, the screen displays **1. Handset (Registered)**. ■ At the Handset, verify that the Handset is registered. Press **OPTIONS** –> **Settings** –> **Product ID** and check that the screen displays **Registered: YES**. ■ Verify that the extension numbers are the same on both the Deskset and Handset Idle displays. If they do not match, the Handset is registered to another Deskset. ■ You might be out of range of the Deskset; move closer. ■ If the Handset does not ring for an incoming call, press ◂ **Volume** ▸ on the side of the Handset to increase ringer volume.	
Unable to locate Handset using LocateHS on the Deskset.	The Handset is not registered.	■ If the LocateHS soft key does not appear on the Deskset, then the Handset is not registered. On the Deskset, press **MENU** –> **User Settings** –> **Cordless Settings** –> **Handset** –> **Register**.	
	The Handset battery is dead or the Handset is out of range.	■ Move the Handset closer to the Deskset. ■ Place the Handset into the charger.	

Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Handset shows screen telling me to register it, but Deskset screen says that the Cordless Handset is registered.	Sometimes, when you deregister a Cordless Handset from the Deskset, the Deskset does not reflect the Cordless Handset's new, unregistered status.	■ At the Deskset, press **MENU** –> **User Settings** –> **Cordless Settings** –> **Handset** and deregister the handset. ■ Reregister the handset. On the Deskset, press **MENU** –> **User Settings** –> **Cordless Settings** –> **Handset** –> **Register**.	
Handset displays **Deskset in Use** when trying to place a call.	Either the Deskset or its registered Handset can be on a call, but not both.	■ Hang up the call at the Deskset. ■ Move the current call to the Handset: • Press **PHONE/FLASH** on the Handset. The Handset asks if you wish to switch the current active call from the Deskset to the Handset. • Press SWITCH on the Handset to move the call to the Handset.	

Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Handset continuously displays **Searching for Deskset...**.	The Handset is out of range or not registered.	■ Verify that the Deskset is powered and fully functional. If the Deskset has no AC power, the Handset will not work. ■ The Handset may be out of range of the Deskset; move closer. ■ The Handset may have been deregistered when the Deskset was upgraded or reset. Deregister the Handset at the Handset; then, at the Deskset, register the Handset again: • On the Handset, press **OPTIONS** -> **Settings** –> **Deregister**. • On the Deskset, press **MENU** –> **User Settings** -> **Cordless Settings** –> **Handset** –> **Register**.	
Caller ID is not working.	Your organization does not subscribe to this service or you have DSL phone lines without filters installed.	■ Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your phone. ■ The caller must be calling from an area that supports caller ID. ■ Both you and your caller's telephone companies must use caller ID compatible equipment. ■ If you have DSL phone lines, make sure you have a DSL filter plugged in between each DSL line and the wall jack.	

Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Calls dropped.	Restoring Deskset settings or updating software while that extension is in use causes all calls to be dropped.	■ Update software and restore Deskset settings only in Idle mode with no calls pending.	
	Cordless Handset lost link with the Deskset.	■ Verify that your Cordless Handset battery is charged and that it is within range of the Deskset. ■ Update software and restore Deskset settings only in Idle mode with no calls pending.	
	The network is down.	■ Verify that your office network is active and that your Deskset has power. ■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled and that the other end is plugged into your office LAN.	
	The PSTN telephone line was disconnected while on an external call.	■ Ask the system administrator to check that the Gateway PSTN telephone lines are connected.	
Unable to find a way to turn on Do Not Disturb or Call Forward All.	These functions can only be enabled on the Deskset.	■ To activate Do Not Disturb (DND) or Call Forward All, press DND or CallFwd on the Deskset while in Idle mode.	

Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Poor audio quality. Speech is cutting out.	The Handset is almost out of range or is experiencing interference.	■ You may be close to being out of range. Try moving closer to the Deskset. ■ Other electronic products can cause interference with your Handset. Try installing the Deskset far away from devices such as televisions, microwaves, or other cordless devices, including other Handsets. ■ If the problem persists, check audio quality on the Deskset. If the Deskset audio quality is poor, refer to *"Deskset Troubleshooting" on page 262* or *"General Troubleshooting" on page 249* for solutions.	
My Handset does not receive a company-wide page.	This feature is not supported on the Handset.	■ The Handset can send a page but not receive one. The page is transmitted to all Desksets in the network.	

Cordless Headset Troubleshooting

For more information about the corrective actions recommended in this troubleshooting section, see the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.

Symptom	Probable Cause	Corrective Action Cordless Headset Troubleshooting
Headset not responding.	The Headset has lost connection to Deskset.	1. Disconnect the Cordless Headset battery. 2. Wait three minutes. 3. Install the battery again and place the Cordless Headset into the charger. 4. Wait for the **ON/OFF** light on the Headset to display a blue light, indicating that the Headset was able to reestablish its connection with the Deskset. Allow up to one minute for this to take place.
The light on the Headset flashes orange and blue; the Headset does not work.	The Headset is not registered.	■ Register the Headset at the Deskset. Press **MENU** -> **User Settings** –> **Cordless Settings** –> **Headset** –> **Register**. ■ Once the Headset is registered, the Headset light is blue when the Headset is placed in the charger.

Symptom	Probable Cause	Corrective Action	Cordless Headset Troubleshooting
The TL7600 Headset does not work at all.	The Headset is not getting power from its battery.	■ Verify that the battery is installed and charged correctly. ■ Place the Headset into the accessory charger. Ensure the charger is securely plugged into an outlet not controlled by a wall switch. The Headset LED will light to indicate that the Headset is charging. ■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery enough for the Headset to work even briefly. In this case, the **ON/OFF** LED will remain off and you will not be able to use the device. After 10 minutes of charging, remove the Headset from the charger and press **ON/OFF** on the Headset or **HEADSET** on the Deskset to turn on the Headset. ■ Replace the Headset battery.	
Headset registration is not working.	The Headset and the Deskset are not communicating with each other.	■ Confirm that you have placed the Headset in the charger before you press Register on the Deskset. ■ If registration does not start, try lifting the Headset out of the charger for a few seconds before placing it back.	

Symptom	Probable Cause	Corrective Action — Cordless Headset Troubleshooting
Poor audio quality. Speech is cutting out.	The Headset is almost out of range or is experiencing interference.	■ You may be close to being out of range. Try moving closer to the Deskset. ■ Other electronic products can cause interference with your Headset. Try installing the Deskset far away from devices such as televisions, microwaves, or other cordless devices. ■ If the problem persists, check audio quality on the Deskset. If the Deskset audio quality is poor, refer to *"Resolving Audio Echoes" on page 241* for solutions.
HEADSET key on Deskset does not work.	Headset is in the charger or powered down.	■ Confirm that the Headset is out of its charger before you press **HEADSET**. ■ Confirm that the Headset has sufficient power. If the Headset does not respond and the blue light does not blink, the battery may have no charge. Place the Headset in the charger for at least six hours.
MUTE key on the Deskset does not mute the Headset.	**MUTE** keys on Deskset and Headset operate separately.	■ Only the **MUTE** key on the Headset mutes calls. The **MUTE** key on the Deskset does not work with the Headset.
No dial tone.	Headset cannot communicate with Deskset.	■ You may be out of range of the Deskset; move closer. ■ Verify that the Deskset can make outside calls. If it cannot, then consult *"Deskset Troubleshooting" on page 262*. ■ At the Deskset, confirm that your Headset is registered to the Deskset. Press **MENU** –> **User Settings** –> **Cordless Settings**. If the Headset is registered, the screen displays **2. Headset (Registered)**.

Symptom	Probable Cause	Corrective Action	Cordless Headset Troubleshooting
Batteries do not hold a charge.	Bad battery or bad battery connection.	■ Make sure that the Headset battery is installed and securely plugged into the connector. ■ Charge the battery for at least six hours. For optimum daily performance, return the Cordless Headset to the charger when not in use. ■ You may need a new battery. ■ Your Headset might be malfunctioning.	
Deskset shows no indication that the Headset is on a call.	The Headset is registered to another Deskset. If others are using Headsets in your vicinity, someone may have accidentally registered your Headset to their Deskset.	■ If nearby people have Headsets, they may have accidentally registered your Headset to one of their Desksets. a. Verify that a Headset is registered to your Deskset. Press **MENU** –> **User Settings** –> **Cordless Settings**. If the Headset is registered, the screen displays **2. Headset (Registered)**. b. If a Headset is registered, it may not be yours. Deregister your Headset from the Deskset, and ask all users in the vicinity to deregister their Headsets. At a Deskset, press **MENU** -> **User Settings** –> **Cordless Settings** –> **Headset** –> **DeReg**. c. Start the registration process again, but with one user at a time registering a Headset. At a Deskset, press **MENU** -> **User Settings** –> **Cordless Settings** –> **Headset** –> **Register**.	

Symptom	Probable Cause	Corrective Action	Cordless Headset Troubleshooting
A buzzing sound on my Headset.	Noise interference.	■ Move the Headset at least 12 inches away from the Deskset. ■ Other electronic products can cause interference with your Cordless Headset. Try installing your Headset as far away from these types of electronic devices as possible: television sets, microwaves, or other cordless telephones.	
Unable to deregister Headset.	The Deskset is unavailable (powered off, out of range, or removed from the system).	■ Deregister the Headset at the Headset. Press: **VOL+** –> **MUTE** –> **VOL–** –> **MUTE** –> **VOL+** –> **VOL–** –> **MUTE**.	
	You cannot identify or locate the Deskset the Headset is registered to.	■ If the Headset is registered to an unknown Deskset which has AC power, you must carry the Headset out of range of the Deskset and perform the Deregistration sequence described above. You will know when the Headset is out of range when you press **ON/OFF** and you hear three beeps and no dial tone.	

ATA Troubleshooting

For more information about the corrective actions recommended in this troubleshooting section, see the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.

[ATA] General Troubleshooting

Symptom	Probable Cause	Corrective Action — ATA General Troubleshooting
ATA does not work at all.	There is no power to the device.	■ Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch. ■ Verify that the AC power outlet has power. Plug in a lamp. If the lamp won't light, contact an electrician or use another power outlet. ■ Verify that the DC plug is a 12V 1500mA adapter and plugged into the power jack marked DC 12V on the front of the ATA.
ATA screen displays **Network Down**.	The Ethernet cable is unplugged.	■ Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the front of the ATA and that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet port on the ATA is green. If it is not, unplug the cable and plug it in again. ■ There may be a problem with the office network. Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator.

Symptom	Probable Cause	Corrective Action	ATA General Troubleshooting
ATA screen displays **Synch Failed**.	The ATA was disconnected, then reconnected after configuration changes were made to the system.	■ Refer to *"Reintroducing a Gateway or ATA Into the System" on page 246*.	
ATA screen displays **Synch Failed**. *(Continued)*	The ATA was configured on another network or has returned to the Synapse system after being deleted from the system.	■ Reset to factory defaults by using a paper clip to press and hold the reset switch (located on the front of the unit) for more than five seconds. See *"Reintroducing a Gateway or ATA Into the System" on page 246*.	
ATA is not active immediately after a power interruption.	The ATA needs time to restore service.	■ Allow at least 30 seconds for the ATA to boot up again after a power failure.	

[ATA] Music on Hold (MoH) Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA MoH Troubleshooting
Music on Hold (MoH) is not playing and the AUX IN LED (right of the ATA LCD screen) is OFF.	MoH is disabled.	■ In the WebUI: Click **System Settings** –> **Hold Settings**, set **Select Port** to be **ATA: AUX IN** and click Apply.	
MoH is not playing and the AUX IN LED (right of the ATA LCD screen) is solid RED, but MoH is enabled in the WebUI and no connected equipment is detected in AUX IN.	MoH not properly connected.	■ Verify that an audio source is connected to AUX IN on the ATA and power is applied.	

Symptom	Probable Cause	Corrective Action	ATA MoH Troubleshooting
MoH is not playing and If the AUX IN LED (right of the ATA LCD screen) is GREEN.	MoH not properly configured.	■ Verify that the audio source is playing and not muted. ■ Set the MoH output volume level by adjusting the playback volume of the music source device connected to the ATA. You may need to set the volume near the maximum. ■ Some MoH sources without volume controls, such as those with audio-out jacks, are usually very loud and might be too loud. ■ Synapse limits the volume of the sound delivered to the phone line. Because of this, there may be audio clipping (missing sounds) for some sources. ■ Some forms of music do not play well over a telephone line. ■ Verify that the audio source meets the electrical specifications for ATA AUX IN. See *"Appendix B: Technical Specifications" on page 317*. ■ Verify that Hold Announcement is not playing a silent message. See "Hold Settings and [ATA] Music on Hold (MoH)" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides** to play the recorded hold announcement.	

Symptom	Probable Cause	Corrective Action	ATA MoH Troubleshooting
MoH audio is too quiet, fluctuating, or dropping out.	The volume on the audio source is too low or too high. If the volume is too high, overdriving the audio components may be causing short periods of sound to drop out (not be heard).	■ If you can adjust the output volume of your audio source (like the headset jack of an MP3 player), call into your Synapse system, place the call on hold, listen to MoH on the outside line, and adjust the audio volume on your audio source up or down until the best sound quality is achieved. ■ If your audio source does not have adjustable volume, such as the AUX OUT on a radio, verify that the audio source meets the electrical specs for ATA AUX IN. See *"Appendix B: Technical Specifications" on page 317*. ■ If you created a recording to use as the audio source, try to adjust the recording volume by speaking louder or speaking closer to the microphone. ■ Please note that some types of music sound better then others when played across a telephone line. For example, classical music with extreme volume fluctuations may not sound very good when used as MoH.	
	Use of audio source outputs whose levels are not adjustable, such as RCA "Line Out" may result in unacceptable background music levels and should not be used.	■ Use an audio source with output volume control. CAUTION *Speaker outputs should not be used as the MoH audio source as they can exceed the ATA AUX IN input specifications. See "Appendix B: Technical Specifications" on page 317. Grossly exceeding these specifications can damage the ATA.*	

Symptom	Probable Cause	Corrective Action	ATA MoH Troubleshooting
MoH audio is interrupted.	Hold Announcement is enabled.	■ The Hold Announcement is a feature that repeats a recorded audio clip at regular intervals during MoH. See "Hold Settings and [ATA] Music on Hold (MoH)" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.	
My audio player jack is not the same size as the supplied audio cable.	Your audio device does not have a 3.5mm audio out jack.	■ Use a different audio cable with ends to fit your audio device and the 3.5mm AUX IN jack on the ATA.	

[ATA] Overhead Paging (OHP) Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Overhead paging (OHP) is not working.	You don't know whether your OHP is single- or multi-zone and whether it needs an FXS or an Audio-Out connection.	■ There are three possible configurations for OHP: • Single-zone paging connected to the AUX OUT jack. • Single-zone paging connected to one of the two FXS ports. • Multi-zone paging connected to one of the two FXS ports. ■ Select the appropriate configuration for your specific paging equipment. For more information about the different configurations, see "[ATA] Overhead Paging Overview" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**. ■ Refer to your OHP product documentation and the respective troubleshooting section below. The paging equipment, the jack it is plugged into, and the WebUI must all match.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Overhead paging (OHP) is not working. *(Continued)*	The OHP may not be properly installed.	■ For OHP equipment connected to an FXS port, verify WebUI configuration. a. Connect a corded phone to the FXS port configured for paging. b. Verify that the phone rings when paged. c. If the phone does not ring, there is a problem with the WebUI configuration or the installation at the ATA. d. If the phone rings, the configuration allows communication with the OHP, verify your paging equipment: ▫ Does it have power? ▫ Is it turned on? ▫ Refer to your paging equipment documentation if there are still problems.	
With multi-zone paging, no paging zone includes **Overhead Page**.	Multi-zone paging does not allow a combination of OHP equipment and Desksets within one paging zone.	■ Page OHP zones separately from Desksets.	
Unable to make phone calls on the extension configured for the FXS OHP jack.	System limitation.	■ Once an FXS is configured for OHP, it cannot be used for audio calls, nor will it receive voice calls.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-Zone OHP Connected to AUX OUT Jack			

For OHP equipment connected to the AUX OUT jack, this Troubleshooting refers to the ATA front-panel AUX OUT LED. This describes the behavior of these LEDs:

- **OFF**: There is a problem with the WebUI configuration for OHP. Either **Paging** is disabled, or the selected **Paging Port** is not AUX OUT.
- **RED**: Although the WebUI supports OHP, no connection is detected.
- Steady **GREEN**: A cable is connected to the AUX OUT jack.
- Flashing **GREEN**: An OHP is in progress.

We also use these LEDs to help diagnose problems.

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-zone OHP on AUX OUT is not working and the AUX OUT LED (right of the ATA LCD screen) is **OFF**.	The OHP is not configured in the WebUI for use on AUX OUT or is not a member of a paging zone.	■ Verify the OHP configuration: a. As administrator, log into the WebUI. b. Click **System Settings** –> **Overhead Paging**. c. Verify that **Paging** is **Enabled**. If not, select **Enable**. d. Verify that the **Paging System Type** is set to **Single Zone**. e. Verify that **Select Paging Port** is set to **AUX OUT** and that your OHP system is physically plugged into the AUX OUT jack. f. Click Apply ■ Verify that the OHP equipment is part of the paging zone that you are trying to page. For more information about the different configurations, see "Paging Zones" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-zone OHP on AUX OUT is not working and the AUX OUT LED (right of the ATA LCD screen) is solid **GREEN** and the WebUI is configured for paging through the AUX OUT jack.	The ATA has detected a cable connected to the AUX OUT jack. There may be a problem with your paging equipment or its configuration.	■ Refer to your OHP product documentation for installation and configuration instructions.	
Single-zone OHP on AUX OUT is not working and AUX OUT LED (right of the ATA LCD screen) is solid **RED**.	The OHP is configured for use, but no connector is detected in the jack.	■ Verify that your paging equipment is connected to AUX OUT. If not, connect it, or change the OHP configuration in the WebUI if your OHP equipment is intended to be connected to an FXS port. See "[ATA] Overhead Paging Overview" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides** for background and for configuration instructions. ■ To isolate OHP-related problems, connect PC speakers to the AUX OUT jack configured for paging. If the page is broadcast through the speakers when paged, refer to the documentation that came with your OHP. ■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your VAR.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-zone OHP on AUX OUT is not working and the AUX OUT LED (right of the ATA LCD screen) is flashing **GREEN**.	Paging is active (a user on the system is paging the OHP system). There may be a problem with the paging equipment or its setup.	■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your installer.	
In single-zone paging, paging starts on Desksets before the paging starts on the OHP system.	Paging delay is too short.	1. As administrator, log into the WebUI. 2. Click **System Settings** –> **Overhead Paging**. 3. Verify that the **Paging Delay** is set to an appropriate delay to work with your OHP system. 4. Click Apply.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-Zone OHP Connected to an FXS Port			
For OHP equipment connected to an FXS port, this Troubleshooting refers to the ATA front-panel FXS LED for the FXS port you are using for the OHP equipment. When the equipment is properly installed, and everything is configured correctly, this is the behavior of these LEDs: ■ **OFF**: There is no paging activity. ■ Flashing **GREEN**: A user has initiated a page. ■ Solid **GREEN**: The OHP has answered the page request and the page beep will soon sound, if it hasn't already sounded. We also use these LEDs to help diagnose problems.			
Single-zone OHP on FXS is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is **OFF**.	No signal is detected.	■ There is no signal when no one is paging. ■ Verify that your paging equipment is connected to **FXS 1** or **FXS 2**. If not, plug it in, and verify your OHP equipment connections.	
	The OHP is not a member of a paging zone.	See "Paging Zones" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-zone OHP on FXS is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is solid **GREEN**.	The ATA has detected a cable connected to an FXS port. The paging equipment should be broadcasting the announcement, so there could be a problem with the OHP equipment.	■ Refer to your OHP product documentation for installation and configuration instructions. ■ Verify the OHP configuration: a. As administrator, log into the WebUI. b. Click **System Settings** –> **Overhead Paging**. c. Verify that the **Paging System Type** is set to **Single Zone**. d. Verify that **Select Paging Port** is set to **FXS 1** or **FXS 2** and that your OHP system is physically plugged into the FXS port with the same number. e. Click Apply.	
	The OHP has answered the page request and the page beep will soon sound, if it hasn't already sounded.	■ Verify the connection between the FXS port and your OHP system. See "[ATA] Overhead Paging Overview" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides** for background and for configuration instructions. ■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-zone OHP on FXS is not working.	There may be a problem with the connection between the FXS port and the OHP system.	■ Verify the connection between the FXS port and your OHP system. See "[ATA] Overhead Paging Overview" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides** for background and for configuration instructions. ■ Verify that your paging equipment is connected to **FXS 1** or **FXS 2**. If not, connect it, or change the OHP configuration in the WebUI if your OHP equipment is intended to be connected to the AUX OUT jack. ■ Verify the OHP configuration: a. As administrator, log into the WebUI. b. Click **System Settings** –> **Overhead Paging**. c. Verify that **Paging** is set to **Enable**. d. Verify that the **Paging System Type** is set to **Single Zone**. e. Verify that **Select Paging Port** is set to **FXS 1** or **FXS 2** and that your OHP system is physically plugged into the FXS port with the same number. f. Click Apply.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
	There may be a problem with the paging equipment or its setup.	■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your installer.	
Single-zone OHP on FXS is not working. *(Continued)*	There may be a problem with the paging zone setup.	■ Verify that the paging zone you are paging includes **Overhead Page**.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Multi-Zone OHP Connected to an FXS Port			
For OHP equipment connected to an FXS port, this Troubleshooting refers to the ATA front-panel FXS LED for the FXS port you are using for the OHP equipment. When the equipment is properly installed, and everything is configured correctly, this is the behavior of these LEDs: ■ **OFF**: There is no paging activity. ■ Flashing **GREEN**: A user has initiated a page. ■ Solid **GREEN**: The OHP has answered the page request and the page beep will soon sound, if it hasn't already sounded. ■ We also use these LEDs to help diagnose problems.			
With multi-zone paging, paging all extensions does not does not broadcast over my OHP equipment.	Multi-zone OHP can not be paged at the same time as Desksets.	■ To page the OHP, the user must select the **Overhead Paging** zone from the Deskset Paging Zones selection screen. Selecting any other zone will not page the OHP system, even if paging zones did include **Overhead Page** prior to changing Paging System Type to multi-zone.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Multi-zone OHP is not working.	Inconsistent configuration.	■ Verify the OHP configuration: a. As administrator, log into the WebUI. b. Click **System Settings** –> **Overhead Paging**. c. Verify that **Paging** is set to **Enable**. d. Verify that the **Paging System Type** is set to **Multi Zone**. e. Verify that **Select Paging Port** is set to an FXS port and that your OHP system is physically plugged into that FXS port. f. Click Apply.	
	The OHP can not be paged a the same time as the Desksets.	■ Page the Desksets and OHP separately.	
	There may be a problem with the paging equipment or its setup.	■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your installer.	
	There may be a problem with the paging zone setup.	■ Verify that the paging zone you are paging is **Overhead Paging**.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
	There may be a problem with the connection between the FXS port and the OHP system.	■ Verify the connection between the FXS port and your OHP system. See "[ATA] Overhead Paging Overview" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides** for background and for configuration instructions.	
Multi-zone OHP is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is **OFF**.	No signal is detected.	■ There is no signal when no one is paging. ■ Verify that your paging equipment is connected to **FXS 1** or **FXS 2**. If not, connect it, and check your OHP equipment connections.	

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Multi-zone OHP is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is solid **GREEN**.	The ATA has detected a cable connected to an FXS port. The paging equipment should be broadcasting the announcement, so there could be a problem with the OHP.	■ Refer to your OHP product documentation for installation and configuration instructions. ■ Verify the OHP configuration: a. As administrator, log into the WebUI. b. Click **System Settings** –> **Overhead Paging**. c. Verify that the **Paging System Type** is set to **Multi Zone**. d. Verify that **Select Paging Port** is set to **FXS 1** or **FXS 2** and that your OHP system is physically plugged into the FXS port with the same number. e. Click Apply.	
Multi-zone OHP on FXS is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is flashing **GREEN**. (Continued)	Someone has initiated a page, but the OHP equipment has not yet acknowledged the page request.	■ Verify the connection between the FXS port and your OHP system. See "[ATA] Overhead Paging Overview" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides** for background and for configuration instructions. ■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse.	

[ATA] Fax Configuration Troubleshooting

Symptom	Probable Cause	Corrective Action ATA Fax Configuration Troubleshooting
While using T.38 mode, unable to receive faxes or having persistent fax transmission failures.	Incompatible Fax Mode setting.	1. As administrator, log into the WebUI. 2. Click **System Settings** –> **Fax Configuration**. 3. Set **Fax Mode** to **G.711**. 4. Click Apply.
While using T.38 mode, fax usually works with occasional failures.	Network impairment issues.	■ Resend the fax later or use the fax machine's retransmission feature.
While using G.711 mode, fax usually works with occasional failures.	Network impairment issues.	■ Resend the fax later or use the fax machine's retransmission feature. ■ If the above does not work, try switching the Fax Mode setting. a. As administrator, log into the WebUI. b. Click **System Settings** –> **Fax Configuration**. c. Set **Fax Mode** to **T.38**. d. Click Apply.

Symptom	Probable Cause	Corrective Action	ATA Fax Configuration Troubleshooting
The fax is not working and the FXS 1 or FXS 2 LED (right of the ATA LCD screen) that corresponds to the jack you are using for connecting the fax machine is **OFF** when the fax is attempting to send or receive a fax.	The Gateway and the fax are not communicating.	■ Verify the connection between the FXS port and your fax machine. See "[ATA] Fax Configuration" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides** for background and for configuration instructions and verify the fax configuration: a. As administrator, log into the WebUI. b. Click **System Settings** –> **Fax Configuration**. c. Verify that **Fax** is set to **Enable**. d. Verify that **Fax Mode** is set to the appropriate setting. e. Verify that **Fax Destination** is set to the appropriate ATA FXS port and that the fax machine is physically connected to that jack. f. Verify that **Fax Line** is set to the correct Gateway line. Verify that the physical outside line on which incoming faxes are received is connected to the chosen **Fax Line** on the Gateway. If not, outgoing faxes will work but incoming faxes will be directed to the Auto Attendant instead of being directed to the fax. g. Click Apply. h. Make sure the fax machine is turned on.	

Symptom	Probable Cause	Corrective Action	ATA Fax Configuration Troubleshooting
The fax is not working and the FXS LED (right of the ATA LCD screen) that corresponds to the jack you are using for connecting the fax machine is solid **GREEN**.	The ATA recognizes that someone is attempting to send or receive a fax. Check the fax machine settings.	■ Verify the fax machine settings.	
The fax is not working and the FXS LED (right of the ATA LCD screen) that corresponds to the jack you are using for connecting the fax machine is flashing **GREEN**.	The ring voltage is present and your FXS configuration is likely wrong.	1. As administrator, log into the WebUI. 2. Click **System Settings** –> **Fax Configuration**. 3. Toggle the **Fax Mode** setting. 4. Click Apply. 5. Try again.	
The fax machine is connected to the telephone line through the Synapse system and the FXS LED indications appear correct, yet outgoing faxes fail.	Number dialed incorrectly.	■ Remember to dial 9 to send faxes.	

Symptom	Probable Cause	Corrective Action	ATA Fax Configuration Troubleshooting
Unable to receive incoming faxes.	Fax line not configured properly.	1. As administrator, log into the WebUI. 2. Click **System Settings** –> **Fax Configuration**. 3. Verify that **Fax Line** is set to the correct line. Verify that the physical outside line on which incoming faxes are received is connected to the chosen **Fax Line** on the Gateway. If not, outgoing faxes will work but incoming faxes will be directed to the Auto Attendant instead of being directed to the fax. 4. Click Apply.	
Unable to make phone calls on the telephone that is part of my fax machine.	System limitation.	■ Once an FXS is configured for fax, its integrated telephone cannot be used for audio calls. If the fax machine has a corded handset, it will not receive voice calls, and even though a user may get a dial tone, dialing out is not possible.	

[ATA] Analog Phone Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA Analog Phone Troubleshooting
Analog phone connected to FXS port does not work as expected.	The ATA has detected a cable connected to the FXS port, but in the WebUI, this FXS port is set to Fax or OHP.	■ Verify that your telephone is connected to FXS 1 or FXS 2. If not, plug it in, or change the analog telephone configuration in the WebUI. Verify that your phone is connected to the correct FXS port and that phone is powered on. a. As administrator, log into the WebUI. b. Click **ATA Settings**. c. Verify that the desired FXS port has a **Voice** assignment. If not, try connecting the analog telephone to the other FXS port or disable the other assignment. **Voice** is the default setting when no other assignments are enabled: If the desired FXS port is assigned to **Fax**: i. Click **System Settings** –> **Fax Configuration**. ii. Set **Fax** to **Disable**. iii. Click Apply. If the desired FXS port is configured for **Overhead Paging**: i. Click **System Settings** –> **Overhead Paging**. ii. Set **Paging** to **Disable**. iii. Click Apply.	

Symptom	Probable Cause	Corrective Action	ATA Analog Phone Troubleshooting
Analog phone connected to FXS port does not work as expected. *(Continued)*	Analog phone is working with Synapse, but does not have Deskset capabilities.	■ Consider the analog phone limitations: ● To make outgoing calls on an analog phone connected to the FXS port on the ATA, the external phone number must be preceded by **9** (same as on a Deskset). ■ The analog phone connected to the FXS port on the ATA can pick up incoming calls and make outgoing calls. Idle, Ringing, Dial, caller ID, and Active states are all supported, but advanced features such as Call Waiting, Call Forward, Hold, Transfer, DND, Paging, Park, and Voicemail are not supported on analog phones. See "[ATA] Analog Telephone Overview" in the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides** for a complete list of features.	

[ATA] Group Mailbox Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA Group Mailbox Troubleshooting
Group Mailbox does not work.	Needs an ATA to be available.	■ Group mailboxes reside on the ATA. The ATA must be connected. See the Synapse Installation Guide at **www.telephones.att.com/synapseguides**.	
Group Mailbox is full even though is has not reached quota.	The sum of the quotas for individual Group Mailboxes may exceed 60 minutes or some Group Mailboxes do not have quotas enabled. In other words, quotas do not reserve recording time for a given Group Mailbox. Quotas only limit the maximum amount of recording time available for a Group Mailbox.	■ The ATA allows for a total of 60 minutes of recording time for all Group Mailboxes. It is up to the system administrator to assign quotas for individual Group Mailboxes. Note that the sum of the quotas for individual Group Mailboxes may exceed 60 minutes. • To free additional recording time for a Group Mailbox, delete messages on any of the Group Mailboxes. • To prevent this problem from occurring again, reduce quotas to add up to 60 minutes or less, and make sure that all Group Mailboxes have quotas enabled. • Note that personal messages reside on the specific desksets and do therefore not impact Group Mailboxes recording time.	
Unable to find a message on Group Mailbox anymore.	Group Mailboxes are accessed by multiple users.	■ Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.	
The number of new messages changed spontaneously.	Group Mailboxes are accessed by multiple users.	■ Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.	

Appendix A: Soft Keys

The Synapse Desksets and Cordless Handsets feature keys below the LCD screen. The bottom of the LCD displays the appropriate label for each key as the function of the key changes.

Deskset Soft Keys

Table 18 provides an alphabetical list of the labels that appear above the Deskset soft keys.

Table 18. Deskset Soft Key Functions

Function	Description	Function	Description
AddExt	Adds an extension destination when forwarding a Voicemail message.	ClerNew	Clears **NEW** indications from all messages.
		Conf	Initiates a conference call.
Answer	Answers an incoming call.	Confirm	Confirms that DND is on.
Back	Goes back to Idle; in HELP menus, goes back to previous page.	DelAll	Deletes multiple records.
		Delete	Deletes a record.
Backspc	Backspace the cursor when entering data.	DelExt	Removes an extension destination when forwarding a Voicemail message.
Call	Dials the selected entry.		

Table 18. Deskset Soft Key Functions (Continued)

Function	Description	Function	Description
CallFwd	Turns Call Forward on or off.	DelMsg	Deletes the highlighted Voicemail message in the Message list.
Cancel	Cancels action and returns user to previous mode.	DeReg	Deregisters Cordless Handset or Headset in registration menu.
Clear	Clears the active Call Screening indication ( )from the Call Appearance screen.	Details	Shows more detail for a particular entry.
DND	Turns Do Not Disturb on and off.	FirstNme LastNme	Switches between first and last name sort in the Directory and Extension lists.
Drop	Drops a selected call during a three-way conference.	List	Opens the sort options menu in the Directory.
Edit	Allows changes to previously entered information.	Listen	Allows you to listen to a Voicemail message in progress.
EndConf	Ends conference.		
EndPage	Ends paging to all extensions.	LocateHS	Locates a registered Cordless Handset by playing a tone on the Handset.
Exit	Exits the current screen and returns to the previous menu.	More 1/2 More 2/2	Moves to the next set of soft keys. If this key appears, there are more than four soft keys available. **More 1/2** indicates page one of two.
ExtList	Goes to the Extension list.		
FwdMsg	Initiates Message Forward function.		
FwdVM	Forwards incoming call to Voicemail or other destination set by the administrator.	More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. **More 1/3** indicates page one of three.
Ignore	Silences ringer during incoming call and either goes back to previous screen or goes to next incoming call.	MrkNew	Marks an old message as new.

Table 18. Deskset Soft Key Functions (Continued)

Function	Description	Function	Description
Intro	Initiates recording of an introduction when forwarding a Voicemail message.	New	Creates a new entry.
		No	Cancels proposed action.
Join?	Completes conference call setup.	Page	Initiates a page.
◀ Jump	Jumps back eight seconds in playback mode.	Park	Parks a call.
Jump ▶	Jumps forward eight seconds in playback mode.	ParkList	Accesses the Park list so you can review or pick up parked calls.
Pause	Pauses message playback or inserts a two-second pause in digit string.	Save	Saves information entered.
		Send	Forwards Voicemail message to selected extensions.
Play	Plays highlighted message from Message list.		
PlayAll	Plays all Voicemail messages.	Set?	Sets the selected option as the default choice.
PlayMsg	Plays message from Call Log review.	Stop	Stops recording, playback, or listening.
Record	Records an audio clip using the Deskset microphone.	Store	Stores number in the Personal list.
		Transfer	Initiates transfer of a call.
Register	Registers Cordless Handset or Headset.	Xfer?	Confirms transfer.
Retrieve	Retrieves a parked call.	Yes	Confirms proposed action.

[Handset] Cordless Handset Soft Keys

Table 19 provides an alphabetical list of the labels that appear above the Cordless Handset soft keys.

Table 19. Cordless Handset Soft Keys

Key	Function	Key	Function
ANSWER	Answer an incoming call and place it in the Handset Call Deck. During an active call, the current call is placed on hold and the new call is answered (see *"[Handset] Call Deck" on page 218*).	LIST	Access the four viewing options for the Directory: All, Personal list, System list, and Extension list.
		MSGs	Access Voicemail messages.
		NO	Cancel proposed action in a Confirmation screen.
BCKSPC	Backspace the cursor when entering data.	PAGE	Initiate an all-extension page.
CANCEL	Terminate the current operation.	PAUSE	Pause message playback or insert a two-second pause in digit string.
CID	Access the Call Log.		
CONF	Initiate a conference call.	PLAY	Play Voicemail message.
DELETE	Delete a Call Log or Redial entry.	RECORD	Record an introductory message to be added to a forwarded message.
DROP	Drop a selected call during a three-way conference.	SEND	Forward a message.
EXIT	Exit from the current screen and return to the previous mode.	STOP	Stop recording.
EXT_#s	Access the Extension list.	SWITCH	Transfer an active call from the Deskset to the Cordless Handset.
IGNORE	Silence the incoming call and place it in the Handset Call Deck.	UNHOLD	Take a call off hold and return to active call.
JOIN?	Complete the conference setup.	XFER	Begin the process of transferring a held or active call and then confirm transfer.
YES	Confirm proposed action.		

Appendix B: Technical Specifications

Table 20 lists the technical specifications for the SB67010 PSTN Gateway, SB67030 Deskset, and SB67040 Cordless Handset.

Table 20. Technical Specifications

Feature	Specification
Frequency control	Crystal controlled PLL synthesizer
Transmit Frequency	Deskset, Cordless Handset, Cordless Headset: 1921.536–1928.448 MHz
	Deskset: 1921.536–1928.448 MHz
Nominal Effective Range	Maximum power allowed by FCC (Federal Communications Commission) and IC (Industry Canada). Actual operating range might vary according to environmental conditions at the time of use.
Voice Channels	Deskset, Cordless Handset, Cordless Headset: 5
Size	Cordless Handset: 6.9" x 1.8" x 1.4" (HxWxD)
	Deskset: 8.2" x 8.9" x 6.5" (HxWxD)
	Gateway and ATA: 1.8" x 13.5" x 7.9" (HxWxD)
Weight	Gateway: 88.18 oz. (2500g) (including adapter)
	ATA: 63.5 oz (1800g) (including adapter)
	Deskset: 59.96 oz. (1700g) (including adapter)
	Cordless Handset: 7.05 oz. (200g) (including battery)

Table 20. Technical Specifications (Continued)

Feature	Specification
Power Requirements	ATA: 12V @ 18 Watts
	Cordless Handset: 2.4V 550mA Ni–MH battery
	Cordless Handset, Cordless Headset charger: 6V DC @ 200mA
	Cordless Headset: 3.7V 240mAH battery
	Deskset: 5.1V DC @ 1700mA
	Gateway: 5.1V DC @ 1700mA
RJ–45 Ethernet Network Jack	(10Base–T/100Base–Tx) with auto MDI/MDIX switching
PSTN Gateway Telephone Jacks	1–4 and BYPASS (FXO ports) use traditional 2–conductor wiring
Gateway BYPASS	26mA loop current; REN 5; 100m max loop length
[**ATA**] FXS	26mA loop current; REN 5; 100m max loop length
[**ATA**] AUX In	3.5 mm Tip (Signal), Ring (NC) Sleeve (Ground) (TRS) jack
	Frequency range 300 to 3.4K Hz
	Input level -15dBm nominal
	Impedance greater than or equal to 10K ohms input
	AC coupling

Table 20. Technical Specifications (Continued)

Feature	Specification
[ATA] AUX Out	3.5 mm Tip (Signal), Ring (NC) Sleeve (Ground) (TRS) jack
	Frequency range 300 to 3.4K Hz
	Output level -15dBm nominal
	Output impedance less than or equal to 8 ohms
	AC coupling
Deskset Headset	Traditional corded handset jack type with 2–conductor wiring

Appendix C: Maintenance

Your system contains sophisticated electronic parts, so it must be treated with care.

Avoid Rough Treatment

Handle the unit gently. Save the original packing materials to protect your equipment if you ever need to ship it.

Avoid Water

Your unit can be damaged if it gets wet. Do not use the equipment outdoors in the rain or handle it with wet hands. Do not install the equipment near a sink, bathtub, or shower.

Electrical Storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, exercise caution when using electrical appliances during storms.

Cleaning Your Unit

Your unit has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap solution. Do not use excess water or cleaning solvents of any kind.

Appendix D: Important Safety Instructions

This symbol alerts you to important operating or servicing instructions in this document. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- Do not place this product on an unstable surface.
- 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 in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the unit because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product; take it to an authorized service facility. Opening or removing parts of the unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.
- 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 or an under-the-table or cabinet outlet.

Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled on the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- If the product has been dropped and the unit has been damaged.
- If the product exhibits a distinct change in performance.

Appendix E: Limited Warranty

The AT&T brand is used under license. For customer service, repair, replacement, or warranty service, and all questions about this product, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.

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 the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return the repaired or replacement PRODUCT to you in working condition. You should expect the repair or replacement to take approximately 30 days.

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 the 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, 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 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
- PRODUCT returned without a valid proof of purchase (see item 6 on next page); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair.

5. How do you get warranty service?

To obtain warranty service, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007.** In Canada, call **1 (888) 883-2474**.

NOTE Before calling for service, please review the user manual. A check of the PRODUCT's 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 any repaired or replaced PRODUCT under this limited warranty. 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.

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

You must:

- Return the entire original package and contents, including the PRODUCT, to the service location along with a description of the malfunction or difficulty; and
- Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- 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.

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 original sales receipt as proof of purchase.

GLOSSARY

This glossary provides definitions that pertain to the Synapse telephone system.

10/100 Ethernet Port: An Ethernet port that supports two different speeds of Ethernet on the same port. The two speeds supported are 10Base-T and 100Base-TX.

10Base-T/100Base-TX: An Ethernet network operating at up to 100 megabits per second

active call: An established telephone call that is not on hold

analog: A continuously variable signal

analog phone: A non-Synapse telephone that plugs directly into a normal telephone wall plug or into the Synapse ATA FXS port

ATA (Analog Terminal Adapter): Allows the integration of non-Synapse analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox.

Auto Answer: You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you.

Auto Attendant: A system that automatically answers incoming calls and provides instructions to callers

Auto-MDIX (Automatic Medium-Dependent Interface Crossover): A computer networking technology that automatically detects the required cable connection type (straight-through or crossover) and configures the connection appropriately

Aux In: A 3.5 mm jack on the ATA that allows connection to a streaming audio source, such as a radio or MP3 music player. This jack is typically used to connect a music player for Music on Hold.

Aux Out: A 3.5 mm jack on the ATA that can be used to connect some single-zone overhead paging devices.

Available (☎): A screen icon that indicates that there is a Call Appearance key that is not busy with predialing, dialing, ringing, or an active or held call

BYPASS port: An RJ11 jack on the PSTN Gateway that allows for communication during power outages. Plug an analog telephone into the this jack.

Call Appearance: The five icons on the right side of the Deskset display and the keys and LEDs associated with those icons. The keys access active and held calls, and calls that are being dialed or predialed. The LEDs and icons indicate the state of each call or potential call.

Call Deck: When there is more than one active call on an optional Cordless Handset, each screen in the Call Deck represents and provides access to active and held calls, and calls that are being dialed or predialed. Display each screen by pressing the △ or ▽ Navigation key in Idle mode.

Call Forward All: Automatically forward calls before they ring. All calls are immediately forwarded to the specified destination.

Call Forward–No Answer: Automatically forward unanswered calls to Voicemail, an extension, or outside phone number

call screening: Listening to a voicemail message while it is being recorded

Cat5 wiring: A twisted pair data cable commonly used in offices for computer communication

CO (Central Office): An office to which subscriber home and business lines are connected. The central office has switching equipment that can switch calls locally or to long-distance carrier phone offices.

DECT (Digital Enhanced Cordless Telecommunication): A wireless telephone technology developed specifically for cordless telephones using frequencies between 1.8 and 1.9 Gigahertz. DECT communication is resistant to interference from other electronic equipment, has longer range, and improved battery life.

default: The original product settings

deregister: To remove the association between a Deskset and a Cordless Handset or Cordless Headset

DHCP (Dynamic Host Configuration Protocol): A network protocol that automatically assigns computer IP addresses

dial pad: The **0** through **9**, *****, and **#** keys on the Deskset and Cordless Handset

direct dial: Allows callers to directly dial users' extension numbers after the Auto Attendant answers

Directory: A list of names and phone numbers

Display Names: The names that the system administrator enters to identify each extension number. The Auto Attendant uses these names to assist callers in forwarding calls.

DND (Do Not Disturb): A feature that suppresses audible ringing and incoming paging at the Deskset

DND ON (DND ON): An indicator in the top right corner of the Deskset display that illuminates when you turn on the Do Not Disturb feature

DNS (Domain Name System) server: A server that stores the Domain Name System records, such as address, name server, and mail exchanger records for a domain name and responds with answers to queries against its database

DSL (Digital Subscriber Line): High-speed Internet service through your telephone line. Telephone lines with DSL service require DSL filters to separate the telephone and data signals.

DTMF (Dual-Tone Multi-Frequency): Telephone tones commonly known as "touch-tone"

dynamic IP address: An IP address that is automatically assigned by the server

Emergency Bypass Port: The fifth SB67010 PSTN Gateway jack that can provide telephone operation during a power failure when used with an analog phone

Ethernet: A type of computer networking technology that connects devices via Local Area Networks (LANs)

Extension Directory: A private list of names and phone numbers available to only a single extension (referred to as "Personal list" on the Deskset)

Extension list: A list of names and extension numbers for the Synapse system telephones

extension number: The three-digit number representing each individual Deskset

factory default: The original product settings

flash memory: Reprogrammable system storage used for storing software upgrades

FWD ON (FWD ON): An indicator in the top right corner of the Deskset display that appears when the Call Forward feature has been turned on. This feature causes calls to that extension number to be automatically forwarded to another extension, outside phone number, or to Voicemail.

FXO (Foreign Exchange Office): The gateway telephone signaling interface between the PSTN telephone lines and the LAN

FXS station port: A jack on the ATA for connecting non-Synapse analog telephone equipment to the Synapse system

G.711: A digital fax protocol

gateway: A network device equipped for interfacing with another network that uses different protocols

greeting, preset: The voice message that plays to callers if the user has not recorded an outgoing message

grounding: An electrical ground connection that minimizes interference, reduces the risk of equipment damage due to lightning, eliminates electrostatic buildup, and helps protect people who service the equipment

Group Mailbox: Provide general delivery of voicemail messages to a group within an organization. Only subscribers can access these Voicemail messages.

hard key: Any physical key on the Deskset, Cordless Handset or Gateway. Examples include **MENU** and **1** on the Deskset; **PHONE** and **1** on the Handset; and **SELECT** and **CANCEL** on the Gateway.

hard reset: An action that restores factory default settings

Hold announcement: A recorded message to play while calls are on hold. It can be combined with Music on Hold.

hub: A network hub or repeater hub is a device for connecting electronic devices, making them act as a single link

hunt group: A telephone company feature that allows calls to a busy phone number to roll over to the next available line

icon: A small picture in the display that presents status information

Idle: The mode of a device when it is not involved in call or call setup activity

inside call: A phone call placed from one of your Synapse system extensions to another extension

interference: Electrical signals close by that cause degraded audio performance for cordless devices

IP address (Internet Protocol address): An individual numeric identification assigned to devices on your LAN

IT Controller: Part of a computer network infrastructure that connects different parts of the network, so that different LANs and subnets can exchange information. Also known as a backbone network or a network backbone.

key beep: When enabled, pressing a key plays a tone

LAN (Local Area Network): A communications network that allows data devices to communicate with each other

LCD (Liquid Crystal Display): The screen that provides instructions and feedback

LED (Light Emitting Diode): A small light on a device that indicates status

link loss: Occurs when the connection between two RF devices fail, such as between the system Deskset and the optional Cordless Headset or Cordless Handset

link-local address: A local address used for network address creation when no external source of network addressing information is available

live dial: Dialing after the phone is off hook

MAC address (Media Access Control address): A unique identifier assigned to most network adapters or network interface cards that is required for registering your devices

main menu, Auto Attendant: The Auto Attendant messages and actions that are available to callers before the callers take additional actions

MDI/MDIX: (Medium-Dependent Interface Crossover): A computer networking technology

MoH (Music on Hold): Music or other audio that plays to an outside caller that has been placed on hold by a Synapse user

multi-zone paging: Paging through a multi-zone overhead paging system. The overhead loudspeakers are configured in multiple areas and transmit messages independently.

mute: Stop sending your voice to the other party during a phone call

navigation link: A phrase on a computer screen that, when clicked, produces a different screen

NTP (Network Time Protocol): An Internet standard protocol that assures time synchronization in a computer network

octet: Octets are used in Internet Protocol computer network addresses. These consist of a series of four octets, usually shown in decimal and separated by dots.

off hook: Indicates that you are on a phone call, have lifted the corded handset, or have pressed **SPEAKER** or **HEADSET** to answer a call or to prepare to place a call. You are off hook from the moment that you hear a dial tone to when you hang up a call.

OHP (overhead paging) system: An amplified public address system

on hook: Indicates that no corded handset, speakerphone, Cordless Handset, or corded or Cordless Headset is active

operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

outside call: A phone call between a phone not a part of your Synapse system and an extension within your Synapse system

overwrite: Replace existing information

P2P (Peer-to-Peer): A telecommunication system architecture in which some resources associated with a device are directly available to other similar system devices

page: Broadcasts your voice to all idle extensions that do not have Do Not Disturb turned on

page caching: Most web browsers store recently obtained web site data on a local hard drive. The browser then only asks for data that has changed since the last download. Caching helps reduce the amount of traffic on the Internet.

paging zone: A set of extensions that can be paged as a group

park: A form of hold that allows held calls to be retrieved by any Deskset or Cordless Handset

Park list: The list of unretrieved parked calls

pass code: Another term for password

Personal list: A private list of names and phone numbers available to only a single extension (referred to as "Extension Directory" on the WebUI)

POTS (Plain Old Telephone Service): Basic telephone operation. The ability to make and receive phone calls.

predial: Enter digits before going off hook to place a call

PSTN (Public Switched Telephone Network): The world's telephone network

Quick Dial: Provides two-touch dialing for frequently called phone numbers

quota: The maximum recording time for a Group Mailbox

reboot: Restart a device

Redial: Accesses the log of outgoing calls

RF (radio frequency): The communication channel for most Cordless Handsets and Cordless Headsets

ring group: Groups of extensions configured by the system administrator to all ring when calls come in for that group

router: An electronic device that connects two or more other electronic devices to each other, allowing them to communicate

scroll: Causes the screen display to move up, down, or across the screen

single-zone paging: Paging to a single set of overhead loudspeakers. All speakers transmit the same announcement simultaneously.

soft key: The Synapse Desksets and Cordless Handsets feature keys below the LCD screen. The bottom of the LCD displays the appropriate label for each key as the function of the key changes.

standby time: The amount of time that a Cordless Handset or Cordless Headset can sit idle out of its charger while still capable of operating normally

static IP address: An IP address that is manually assigned to a computer by a system administrator. This type of addressing requires specific knowledge of the LAN.

station: Another term for extension

subnet (subnetwork): Typically a LAN served by one router

subscriber: A user who can access messages in a Group Mailbox

supervised transfer: Occurs when you communicate with the transfer recipient before completing a transferred call

switch: A network switch links electronic devices. The switch processes and routes data flexibly, allowing more data to be handled without error.

system administrator: A person to perform functions such as setting up and modifying system configurations. This system administrator can be an employee or your telephone equipment provider.

System Directory: (see System list)

System list: This list of names and phone numbers is created and maintained by the system administrator. All system users can sort and view this list.

system operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

T.38: An analog fax protocol that encodes fax-modem codes over VoIP

unhold: Removes a call from hold status

unsupervised transfer: Occurs when you do not communicate with the transfer recipient when transferring calls. The transfer recipient does not have to pick up the phone and talk to you before receiving the transferred call.

UPS (Uninterruptible Power Supply): A battery-powered emergency power supply device

URL (Uniform Resource Locator): An Internet address

VoIP (Voice over Internet Protocol): A transmission technology for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. Other synonymous terms include IP telephony, Internet telephony, Voice Over BroadBand (VoBB), broadband telephony, and broadband phone.

WebUI (Web User Interface): A means of interacting with a product using a computer interface. Connection to the World Wide Web is not necessary.