



Quick Start Guide

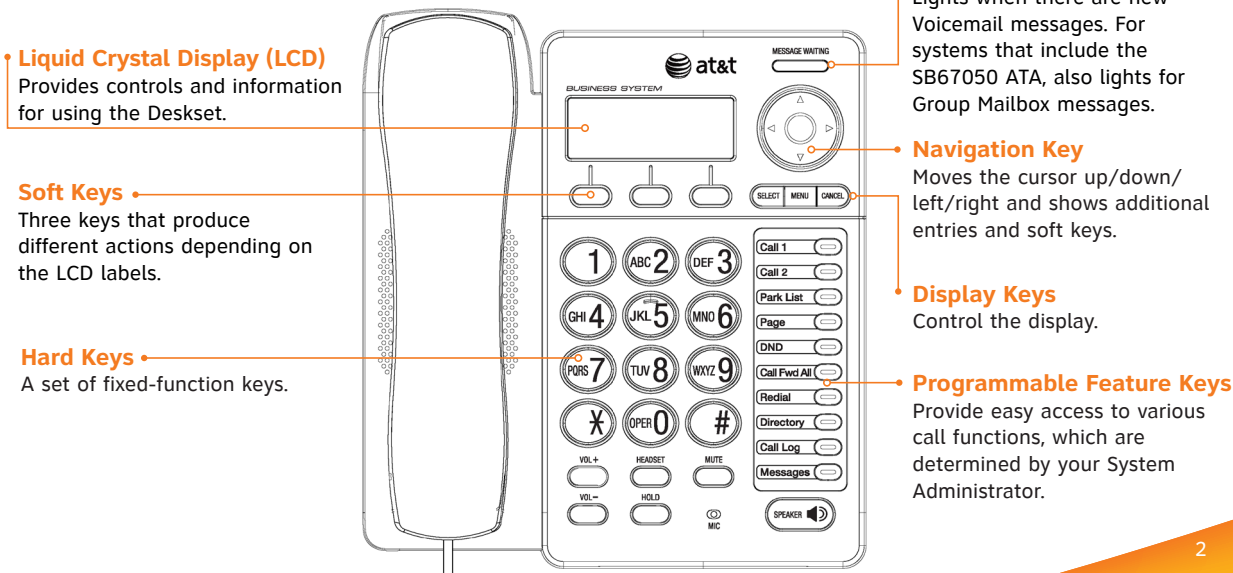
AT&T SB67020 Deskset



Deskset Overview



This page identifies and describes the main display and key groups for the Synapse® SB67020 Deskset. See the User's Guide at www.telephones.att.com/synapseguides for additional information.



Idle Screen

This page identifies the basic elements of the Liquid Crystal Display in the idle screen. The idle screen displays when the Deskset has power and no activity.

Date and Time •

Extension Name •

Name assigned to this Deskset.

New Missed Calls •

Number of new calls whose call information has not been reviewed.

Wed Sep 08 11:09AM

John Smith

EXT 219

3 New Missed Calls

2 New Messages

• **Extension Number**

Number assigned to this Deskset.

• **New Messages**

Number of new, unreviewed voice messages.







This page illustrates an idle screen in Call Appearance mode. If your system has been configured for Line Appearance mode, your idle screen will not include all these elements. For more information, see the User's Guide at www.telephones.att.com/synapseguides.

Soft Keys and Scroll Indicators



Soft Keys

A set of three context-sensitive keys provides functions based on the LCD display.

The top example shows the labels for the soft keys on the active call screen.

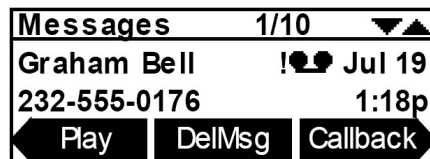
The second example shows soft keys with  and  shapes that indicate the feature uses more than three soft keys. To view the additional keys, press the  or  Navigation keys.

Scroll Indicators

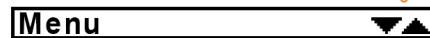
Scroll Indicators appear in the upper right-hand corner of the display when more information can be seen by pressing the  and  labels on the Navigation Key.

Soft Keys

Change according to the current task.








Scroll Indicators



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

Status Icons

The Deskset displays status indicators in the upper right-hand corner of the display.

Icon	Status	Icon	Status
FWD	Call Forward All is On	DND	Do Not Disturb is On
ANS	Auto Answer is On	 10	Audible Ring Delay is enabled for that number of seconds
	Ringer volume is set to Off		A caller is recording a message on your phone
 FULL	Voicemail is Full	 < 5m	Voicemail is nearly full

Wed Sep 08 11:09AM

John Smith

3 New Missed Calls

2 New Messages










DND

EXT 219

→ Status Icon Area

Call Appearances

At least one of the Programmable Feature Keys is set as a Call Appearance Key. Use this key to manage phone calls. The LED colors in these keys reflect the call status (See Programmable Feature Key LEDs on page 10). During a call, Call Appearance display icons change according to the call status. Soft keys show optional actions.

Icon	Status	Description	Icon	Status	Description
	Off Hook	Indicates that you are dialing or on a phone call		Conference	Show for all calls on a conference
	Conference On Hold	Flashes when a conference call is on hold		On Hold	Flashes when the call is on hold
	Ringing Call	Flashes for incoming calls		Ring Group Ringing Call	Flashes for incoming Ring Group calls
	Ignored Call	Flashes for incoming calls when the ringer is Off		Ignored Ring Group Call	Flashes for incoming Ring Group calls when the ringer is Off
1, 2, 3...	Call Appearance Number	Indicates the number of the associated Call Appearance Programmable Feature key		Call Forwarded	Indicates to caller that the call was forwarded to another extension or phone number



Call Appearance Icon

The number indicates the number of the associated Call Appearance Programmable Feature key.

Multiple Calls

Call Appearance Mode

When there are multiple active calls, the ▲ and ▼ Scroll Indicators show the presence of other calls. Review calls by pressing the △ and ▽ Navigation keys. Reviewing calls does not access the calls.

Use the Call Appearance keys to access the calls.

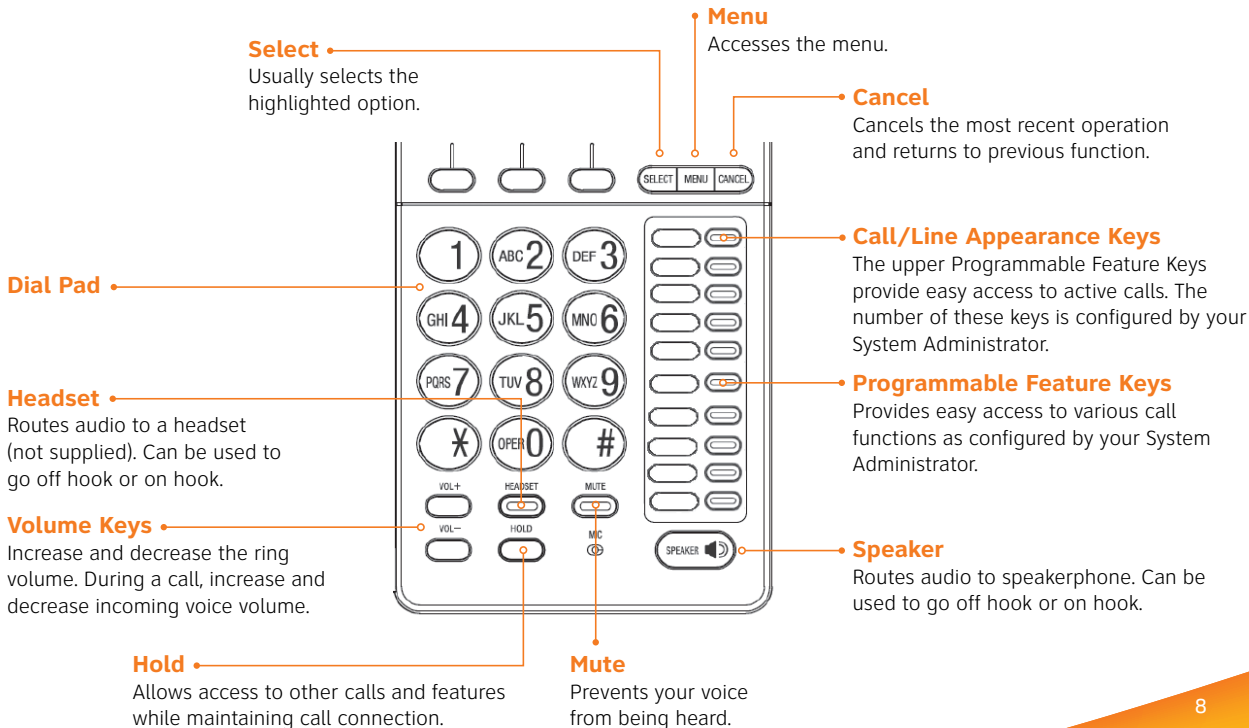


○ — Scroll Indicator

Line Appearance Mode

When there are multiple calls, press the Line Appearance key for the call you want to access. If you are already on a call, that call is put on hold when you press another Line Appearance key.

Hard Keys



Programmable Feature Keys

The Deskset features ten Programmable Feature Keys that can be programmed by your System Administrator. The keys include color LEDs to signal the status of some functions.

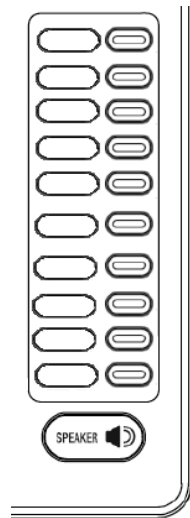
The Deskset shipping box includes replacement Programmable Feature Key cards and stickers for labeling the keys as needed. The table below lists the default key assignments and the other features that your System Administrator can assign.

Key	Call Appearance Mode	Line Appearance Mode
1	Call 1	Line 1
2	Call 2	Line 2
3	Park List	Line 3
4	Page	Line 4
5	DND (Do Not Disturb)	Page
6	Call Fwd All	Redial
7	Redial	Directory
8	Directory	Call Log
9	Call Log	Messages
10	Messages	Intercom
	Call Queue	Held Calls List
	QD____ (Quick Dial)	QD____ (Quick Dial)
	Auto Att (Auto Attendant)	DND (Do Not Disturb)
	Help	Help

If any keys have been programmed as Quick Dial keys, you can enter quick dial numbers for those keys.



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



Programmable Feature Key LEDs

The Programmable Feature Key LEDs change appearance to indicate call and feature status.

Key	LED Activity	Description
Call Appearances: Call 1, Call 2, Call 3, ..., Call 10	Off Steady GREEN Quickly Flashing GREEN Slowly Flashing ORANGE	No call Active call Ringing call Held call
Page	Off Steady GREEN Quickly Flashing GREEN	No page Making page Receiving page
Do Not Disturb	Off Steady ORANGE	DND Off DND On
Call Forward All	Off Steady ORANGE	Call Fwd All Off Call Fwd All On
Call Log	Off Steady ORANGE	No new calls One or more new missed calls
Messages	Off Steady ORANGE	No new messages One or more new messages
Call Queue	Off Slowly Flashing ORANGE	No calls waiting One or more calls in the queue
Auto Attendant	Off Steady GREEN Steady ORANGE Slowly Flashing ORANGE	Auto Attendant Off Auto Attendant On with day menu Auto Attendant On with lunch menu Auto Attendant On with night menu

Note:

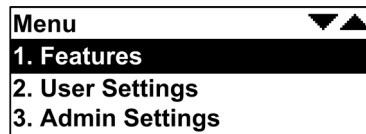
If your system has been configured for Line Appearance mode, keys and indicators function differently. For more information, see the User's Guide at www.telephones.att.com/synapseguides.

Deskset Menu

You can use the Deskset menus to set up many Deskset features.

Access the **Menu** by pressing **MENU**, and then select options by scrolling down to an option and pressing **SELECT**, or by pressing the dial-pad key with that option number.

- Press **1** on the dial pad to display the **Features** menu (Call Queue, Park List, Page, Messages, Do Not Disturb, Call Forward, Directory, Call Log, Redial, Help).
- Press **2** to display the **User Settings** menu (Greetings, Call Management, Deskset Settings, Directory Options, User Password).
- Press **3** to display the **Admin Settings** menu (a System Administrator password is required).
- Press **4** to display the **Deskset Information** screen (Nine lines of Deskset information).
- **Call Appearance mode only**—If your extension is the operator extension, press **5** to change the **Auto Attendant** settings.



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

Making a Call

You can make a call from the Deskset using Predialing, Live Dialing or from a list. To Predial, use the dial pad to enter a phone number and then go off hook. To Live Dial, go off hook, then dial a number. To make a call when viewing Directory, Call Log, Redial or Messages entries, press **Call** or **CallBack** to dial.

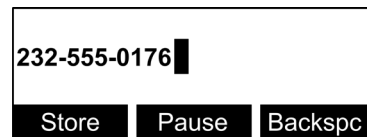
To Predial a Number:

1. Enter the phone number using the dial pad. To call an outside number, dial 9 first, or whatever your System Administrator said is necessary.
2. Go off hook. Lift the corded handset, press **SPEAKER, HEADSET** or the Call Appearance key associated with the Predial string.

Answering an incoming call cancels the Predial Call Appearance.

To Live Dial a Number:

1. Go off hook (to hear the dial tone) from Idle mode:
2. Enter the number you want to dial. The Active Call screen appears.
To dial an outside number, enter the digit **9** first, or whatever your System Administrator said is necessary.

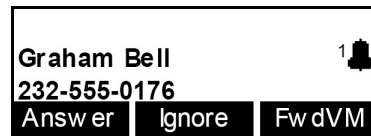


Answering a Call

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



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



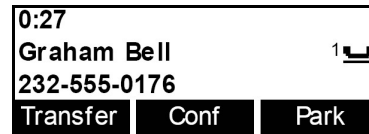
The table shows the soft key labels for the three soft keys that appear when the phone is ringing.

Answer	Answers a call	Ignore	Turns off the ringer	Fwd VM	Call Appearance mode only —Sends the call directly to Voicemail
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Once a call has been forwarded to Voicemail, you can listen to the message the caller is leaving by pressing **Listen**. During Voicemail recording, you can also press **CANCEL** to return to the Idle screen or press **Answer** to answer the call.

Managing a Call

The Deskset Call Management functions begin with the Active Call screen.
The table shows the labels for the soft keys that appear after you answer a call.



Transfer	Call Appearance mode only— Initiates transfer of a call	Conf	Initiates a conference call	Park	Call Appearance mode only— Parks a call
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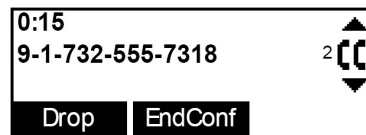
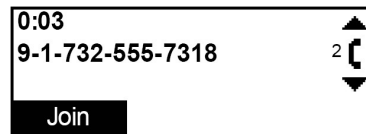
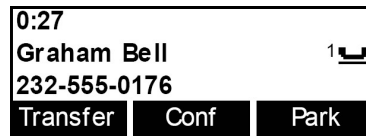
Creating a Conference Call

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

To Create a Conference Call:

1. Establish the first call, Call A. You may establish Call A through direct dialing, from the Extension list, Call Log, Redial list, Park list, Directory, Quick Dial or by taking a held call off hold.
2. Press **Conf**. Call A will be placed on hold.
3. Establish the second call, Call B, and **Join** appears. You may establish Call B through direct dialing, from the Extension list, Call Log, Redial list, Park list, Directory, Quick Dial or by taking a held call off hold.
4. Press **Join**.
5. The selected parties will now join you in a conference.

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 or Line Appearance key.

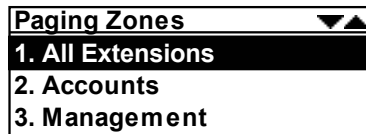


Paging

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

To Page Extensions:

1. Press **MENU**, then **1**, and then **3** (Call Appearance mode) or **MENU**, then **1**, and then **2** (Line Appearance mode) to access the Paging Zones screen. The screen shows the page options available at your Deskset: an **All Extensions** option, and any Paging Zones that the System Administrator has created.
2. Select **All** or a Paging Zone.
3. Press **SELECT**. The system emits a short paging tone and displays the Paging All screen.
4. Speak into the speakerphone or pick up the handset to speak.
5. When finished, press **EndPage** or **CANCEL**, hang up the handset, or press **SPEAKER**. You return to the Idle screen.



Call Transfer/Do Not Disturb Setup

To Transfer a Call:

1. Press **Transfer** from the Active Call screen. The call is put on hold.
2. Place another call. You can also transfer to a held call by accessing it and pressing **SELECT**. If desired, you can announce the transfer.
3. To complete the transfer, press **Transfer**. The Call Transferred screen displays for two seconds.

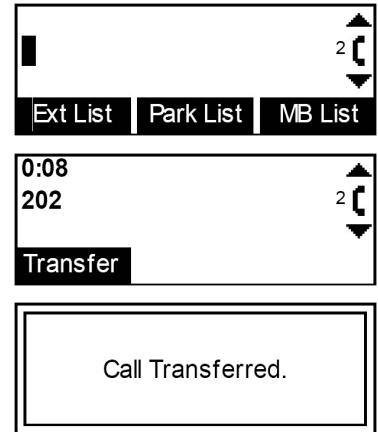


The above procedure applies to Call Appearance mode only. If your system uses Line Appearance mode, see the User's Guide at www.telephones.att.com/synapseguides for additional transfer options.

To Enable or Disable Do Not Disturb (DND):

Press **MENU**, then **1**, and then **5** (Call Appearance mode) or **MENU**, then **1**, and then **4** (Line Appearance mode) to toggle the Do Not Disturb feature On or Off.

DND appears on the Idle screen when DND is on. Do Not Disturb silences incoming ringing and paging. Incoming calls can still be answered as long as the Call Appearance or Line Appearance LED is flashing.



Accessing Voicemail

Access your messages by pressing **MENU**, then **1**, and then **4** (Call Appearance mode) or **MENU**, then **1**, and then **3** (Line Appearance mode) from the Idle screen.

You will be prompted to enter your password if you have created one. If your System Administrator has not set up a Group Mailbox whose messages you can access, a list of your messages appears.

If your Deskset has Group Mailboxes enabled, a list of the Group Mailboxes appears. If your Deskset has Voicemail Distribution enabled, a screen appears allowing you to choose to listen to your messages by pressing **Listen**.

Once a new message is played, the new message count goes down by one. If there are no new messages, **0 New Messages** displays.

The table shows the soft key labels for the eight soft keys that appear in the Messages display.

Messages		1/10	▼▲
Graham Bell		!❤️	Jul 19
232-555-0176			1:18p
Play	DelMsg	Callback	

Messages		▼▲
Personal	1 New	
Sales	0 New	
Customer Supp...	10 New	

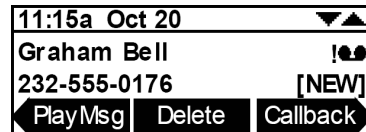
Play	Plays message.	DelMsg	Deletes displayed message.	CallBack	Allows dialing options before calling a number from Call Log, Redial list, or Messages.
FwdMsg	Initiates Message Forward function.	Play All	Plays all Voicemail messages.	ClrNew MrkNew	Clears or restores a New Message indication for a single message.
DelAll	Deletes all Voicemail messages.			MBList	Switch to the next Group Mailbox.

Accessing the Call Log

1. To display the New Calls, from the Idle screen, press **MENU**, then **1**, and then **8** (Call Appearance mode) or **MENU**, then **1**, and then **6** (Line Appearance mode). The newest call appears first.

New missed calls are indicated with the **[NEW]** icon. A new call record is no longer considered new once it has been viewed. Reviewing a new call reduces the count on the Idle screen by one.

2. Press the \triangle or ∇ Navigation key to reach the desired entry.
 - Press **CallBack** to access dialing options before calling a number and to dial out the 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 \triangleleft or \triangleright Navigation key to step through the dialing options.
 - Press **Call** to dial the on-screen number.



PlayMsg	Plays message. Appears only when there is a message.	Delete	Deletes the entry.	CallBack	Dials the entry.
Store	Stores number in your Personal list.	ClrNew	Clears [NEW] indication from the entry.	DelAll	Deletes all entries.

If the caller left a voicemail message, indicated by tape icon, you may play the message from the Call Log list or from Call Log details.

Directory

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

Within the Directory, you can press a dial-pad key (see Dial-Pad Entry on page 22) to see the first name that starts with the first letter on that key. If there is no match, the set displays the next entry in the alphabetical list. You can also use the \triangle and ∇ navigation keys to scroll through the Directory.

The table shows the labels for the soft keys that appear in the Directory display.

Directory		1/10	▼▲
Graham Bell			
9-232-555-0176		<PER>	
New	LastNme	Call	

New	Creates a new Personal entry.	FirstNme LastNme	Toggles First and Last Name sort.	Call	Dials the on-screen number.
Edit	Allows you to change information.	Settings	Displays a list of Directory settings.	Delete	Deletes the entry.

Using The Directory

To Create a New Directory Entry:

1. To display the Directory list, press **MENU**, then **1**, and then **7** (Call Appearance mode) or **MENU**, then **1**, and then **5** (Line Appearance mode).
2. Press **New**.
3. Fill in the First Name, Last Name and Phone # fields using dial-pad data entry. For outside calls, start with a 9, or whatever your System Administrator said is necessary, in the Phone # field.
4. Press **Save**.
5. To return to the Directory list, press **CANCEL**.

Directory		1/10	▼▲
Graham Bell			
9-232-555-0176		<PER>	
New	LastNme	Call	

First Name:		▼▲
Last Name:		
Phone #:		
Save	Backspc	

To Search For a List Entry:

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

Dial-Pad Entry

Dial-pad data entry allows you to use the dial pad to enter alphabetical characters into a text field. Press a dial-pad key repeatedly to display first the upper case letters for that key, then the digit, and then the lower case letters for that key in sequence. Pressing the key further will cycle through the sequence again.

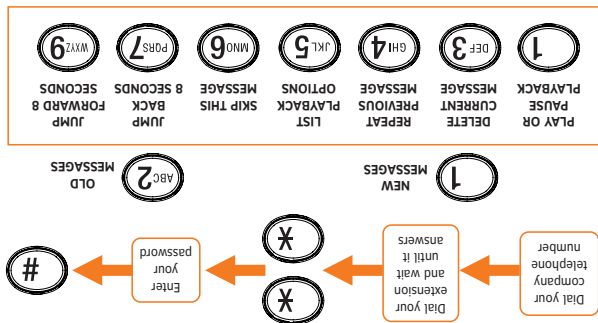
The pound (#) and star (*) keys have been assigned special characters. Pressing these keys will cycle through each special character in the order shown in the table below.



Deskset Special Characters

Key Press	First	Second	Third	Fourth	Fifth	Sixth
#	#	&	,	-	.	@
*	!	()	*	+	?

Remote Voicemail Access Card

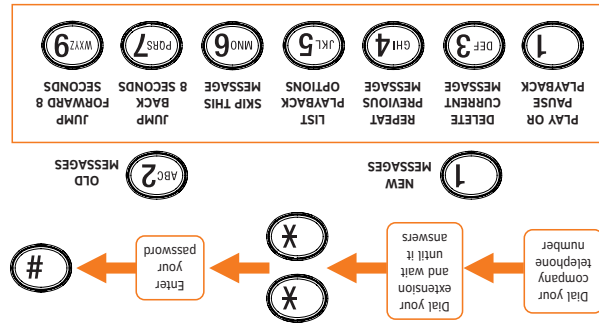


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**Synapse® Deskset
Personal Voicemail
Access Card**

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Remote Voicemail Access Card

To access personal voicemail remotely:

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

Select one of the following options:

- To play or pause playback, press 1.
- To delete the current message, press 3.
- To repeat the previous message, press 4.
- To stop playback and repeat these options, press 5.
- To skip this message, press 6.
- To jump back 8 seconds, press 7.
- To jump forward 8 seconds, press 9.
- To return to the Main Menu, press star once (*).

To access personal voicemail remotely:

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

Select one of the following options:

- To play or pause playback, press 1.
- To delete the current message, press 3.
- To repeat the previous message, press 4.
- To stop playback and repeat these options, press 5.
- To skip this message, press 6.
- To jump back 8 seconds, press 7.
- To jump forward 8 seconds, press 9.
- To return to the Main Menu, press star once (*).



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

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