Quick Start Guide
AT&T SB67020 Deskset
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.

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

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

**Hard Keys**
A set of fixed-function keys.

**Voicemail Indicator**
Lights when there are new Voicemail messages. For systems that include the SB67050 ATA, also lights for Group Mailbox messages.

**Navigation Key**
Moves the cursor up/down/left/right and shows additional entries and soft keys.

**Display Keys**
Control the display.

**Programmable Feature Keys**
Provide easy access to various call functions, which are determined by your System Administrator.
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.

**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](http://www.telephones.att.com/synapseguides).
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.

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
<th>Icon</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>FWD</td>
<td>Call Forward All is On</td>
<td>DND</td>
<td>Do Not Disturb is On</td>
</tr>
<tr>
<td>ANS</td>
<td>Auto Answer is On</td>
<td>10</td>
<td>Audible Ring Delay is enabled for that number of seconds</td>
</tr>
<tr>
<td>⌚</td>
<td>Ringer volume is set to Off</td>
<td>☿</td>
<td>A caller is recording a message on your phone</td>
</tr>
<tr>
<td>✨</td>
<td>Voicemail is Full</td>
<td>&lt;5m</td>
<td>Voicemail is nearly full</td>
</tr>
</tbody>
</table>

**Status Icon Area**

**Wed Sep 08 11:09AM**
John Smith  EXT 219
3 New Missed Calls
2 New Messages
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.

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

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**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.

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

Select
Usually selects the highlighted option.

Menu
Accesses the menu.

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

Call/Line Appearance Keys
The upper Programmable Feature Keys provide easy access to active calls. The number of these keys is configured by your System Administrator.

Programmable Feature Keys
Provides easy access to various call functions as configured by your System Administrator.

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

Dial Pad

Headset
Routes audio to a headset (not supplied). Can be used to go off hook or on hook.

Volume Keys
Increase and decrease the ring volume. During a call, increase and decrease incoming voice volume.

Hold
Allows access to other calls and features while maintaining call connection.

Mute
Prevents your voice from being heard.
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.

<table>
<thead>
<tr>
<th>Key</th>
<th>Call Appearance Mode</th>
<th>Line Appearance Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Call 1</td>
<td>Line 1</td>
</tr>
<tr>
<td>2</td>
<td>Call 2</td>
<td>Line 2</td>
</tr>
<tr>
<td>3</td>
<td>Park List</td>
<td>Line 3</td>
</tr>
<tr>
<td>4</td>
<td>Page</td>
<td>Line 4</td>
</tr>
<tr>
<td>5</td>
<td>DND (Do Not Disturb)</td>
<td>Page</td>
</tr>
<tr>
<td>6</td>
<td>Call Fwd All</td>
<td>Redial</td>
</tr>
<tr>
<td>7</td>
<td>Redial</td>
<td>Directory</td>
</tr>
<tr>
<td>8</td>
<td>Directory</td>
<td>Call Log</td>
</tr>
<tr>
<td>9</td>
<td>Call Log</td>
<td>Messages</td>
</tr>
<tr>
<td>10</td>
<td>Messages</td>
<td>Intercom</td>
</tr>
<tr>
<td></td>
<td>Call Queue</td>
<td>Held Calls List</td>
</tr>
<tr>
<td></td>
<td>QD_____ (Quick Dial)</td>
<td>QD_____ (Quick Dial)</td>
</tr>
<tr>
<td></td>
<td>Auto Att (Auto Attendant)</td>
<td>DND (Do Not Disturb)</td>
</tr>
<tr>
<td></td>
<td>Help</td>
<td>Help</td>
</tr>
</tbody>
</table>

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

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

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

**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](http://www.telephones.att.com/synapseguides).
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.

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 |

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.

<table>
<thead>
<tr>
<th>Transfer</th>
<th>Call Appearance mode only—Initiates transfer of a call</th>
<th>Conf</th>
<th>Initiates a conference call</th>
<th>Park</th>
<th>Call Appearance mode only—Parks a call</th>
</tr>
</thead>
</table>

0:27
Graham Bell
232-555-0176

<table>
<thead>
<tr>
<th>Transfer</th>
<th>Conf</th>
<th>Park</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1
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.

<table>
<thead>
<tr>
<th>Play</th>
<th>Plays message.</th>
<th>DelMsg</th>
<th>Deletes displayed message.</th>
<th>CallBack</th>
<th>Allows dialing options before calling a number from Call Log, Redial list, or Messages.</th>
</tr>
</thead>
<tbody>
<tr>
<td>FwdMsg</td>
<td>Initiates Message Forward function.</td>
<td>PlayAll</td>
<td>Plays all Voicemail messages.</td>
<td>ClrNew, MrkNew</td>
<td>Clears or restores a New Message indication for a single message.</td>
</tr>
<tr>
<td>DelAll</td>
<td>Deletes all Voicemail messages.</td>
<td></td>
<td></td>
<td>MBList</td>
<td>Switch to the next Group Mailbox.</td>
</tr>
</tbody>
</table>
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 ▲ 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 ◀or▶ Navigation key to step through the dialing options.
   - Press **Call** to dial the on-screen number.

<table>
<thead>
<tr>
<th>PlayMsg</th>
<th>Plays message. Appears only when there is a message.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete</td>
<td>Deletes the entry.</td>
</tr>
<tr>
<td>CallBack</td>
<td>Dials the entry.</td>
</tr>
<tr>
<td>Store</td>
<td>Stores number in your Personal list.</td>
</tr>
<tr>
<td>ClrNew</td>
<td>Clears [NEW] indication from the entry.</td>
</tr>
<tr>
<td>DelAll</td>
<td>Deletes all entries.</td>
</tr>
</tbody>
</table>

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.
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 ▲ and ▼ navigation keys to scroll through the Directory.

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

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Creates a new Personal entry.</td>
</tr>
<tr>
<td>FirstNme</td>
<td>Toggles First and Last Name sort.</td>
</tr>
<tr>
<td>LastNme</td>
<td></td>
</tr>
<tr>
<td>Settings</td>
<td>Displays a list of Directory settings.</td>
</tr>
<tr>
<td>Call</td>
<td>Dials the on-screen number.</td>
</tr>
<tr>
<td>Edit</td>
<td>Allows you to change information.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes the entry.</td>
</tr>
</tbody>
</table>
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**.

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 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**

<table>
<thead>
<tr>
<th>Key Press</th>
<th>First</th>
<th>Second</th>
<th>Third</th>
<th>Fourth</th>
<th>Fifth</th>
<th>Sixth</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>#</td>
<td>&amp;</td>
<td>'</td>
<td>-</td>
<td>.</td>
<td>@</td>
</tr>
<tr>
<td>*</td>
<td>!</td>
<td>(</td>
<td>)</td>
<td>*</td>
<td>+</td>
<td>?</td>
</tr>
</tbody>
</table>
Remote Voicemail Access Card

1. Dial your company telephone number
2. Dial your extension and wait until it answers
3. Enter your password

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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.
   • 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 forward 8 seconds, press 9.
   • To jump back 8 seconds, press 7.
   • To return to the Main Menu, press star once (*).

Select one of the following options:
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.