

Synapse®

Quick Start Guide

AT&T SB67035 Deskset





Deskset Overview



This page identifies and describes the main display and key groups for the Synapse® SB67035 deskset. See the User's Guide at www.telephones.att.com/synapseguides for additional information.

Liquid Crystal Display (LCD)

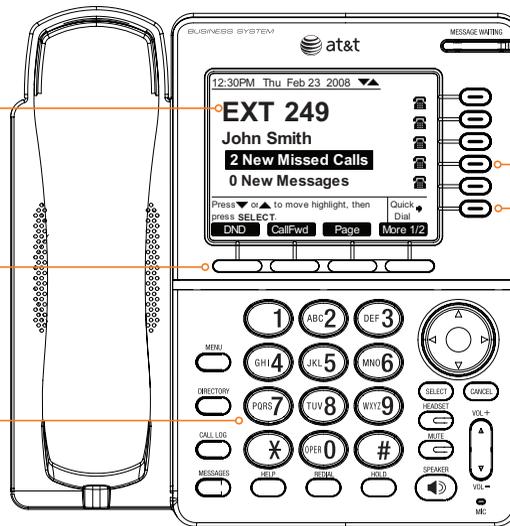
Displays information for using the deskset.

Soft Keys

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

Hard Keys

A set of fixed-function keys.



Voicemail Indicator

Lights when there are new voicemail messages.

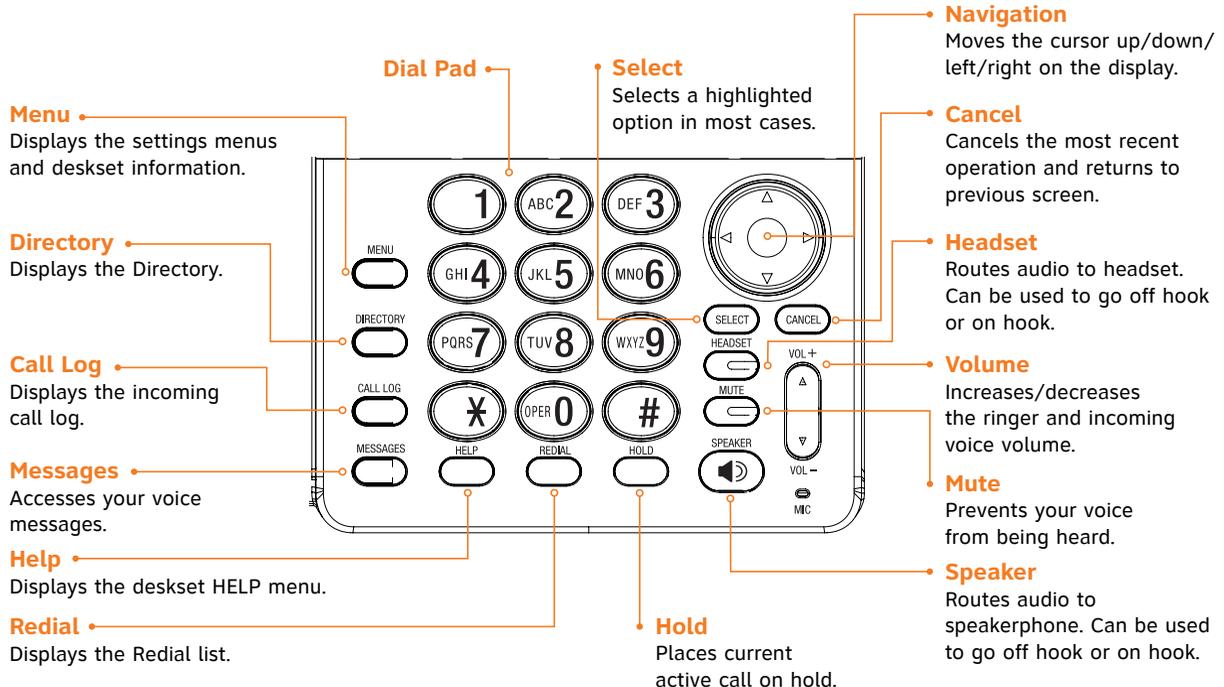
Call/Line Appearance Keys

Access active calls and held calls, and initiate new calls.

Quick Dial

Provides easy access to frequently dialed numbers.

Hard Keys



Idle Screen

The Idle screen appears when the deskset has power and no activity.



The screenshot shows an Idle screen with the following elements:

- Time and Date:** 12:30PM Thu Feb 23 2008
- Extension Number/Name:** EXT 249, John Smith
- New Missed Calls:** 2 New Missed Calls
- New Messages:** 0 New Messages
- Call Status Icons:** Five telephone icons on the right side.
- Quick Dial:** Buttons for DND, CallFwd, Page, and More 1/2.
- Navigation:** Instructions to press down or up arrows to move the highlight and press SELECT.

Scroll Indicators
Appear when pressing the Δ or ∇ Navigation key has an effect.

Status Display
DND, FWD ON – Feature enabled
< 5 min – Voicemail nearly full
VMFull – Voicemail full
ANS ON – Auto Answer enabled
10s – Ring Delay enabled
🔇 – Ringer off

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

Quick Dial
Provides easy access to frequently dialed numbers.

Time and Date
12:30PM Thu Feb 23 2008

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

New Missed Calls
Accesses the New Missed Calls list.

New Messages
Accesses the list of new voice messages.

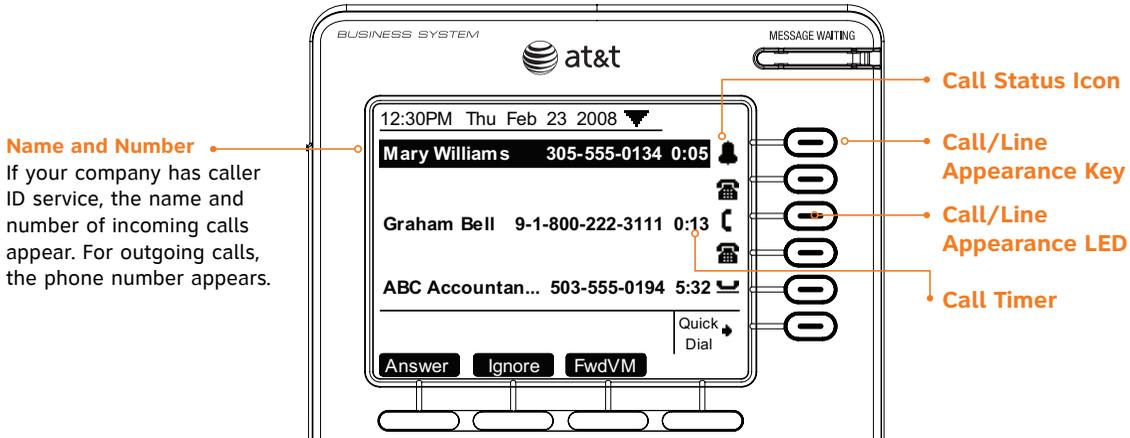
Help Text
Press ∇ or Δ to move highlight, then press SELECT.



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

Call/Line Appearance Keys & Indicators

Call Appearance/Line Appearance keys, their LEDs, and the icons on the display next to them reflect call status. For active, ringing and held calls, the screen shows a name and number next to a key. As you use the Δ and ∇ Navigation key to highlight different calls, the appropriate soft keys appear.



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

Call Status Icons

The deskset displays icons that show call status, and complement the LED status indications.

Icon	Status	Description	Icon	Status	Description
	Available	Indicates an available Call Appearance or line.		Ringing	Indicates an incoming call.
	Off Hook	Indicates you are dialing or are on a call.		Silenced Ring	Appears during an incoming call when the ringer is off.
	Predial	Indicates that you have pressed at least one digit key before going off hook.		On Hold	Indicates that a call is on hold.
	Conference	Shows for all calls on a conference.		Conference On Hold	Indicates that a conference call is on hold.
	Ringing	Indicates an incoming ring group call.		Ringing	Indicates the Call Appearance key that applies to an incoming call.

Soft Keys

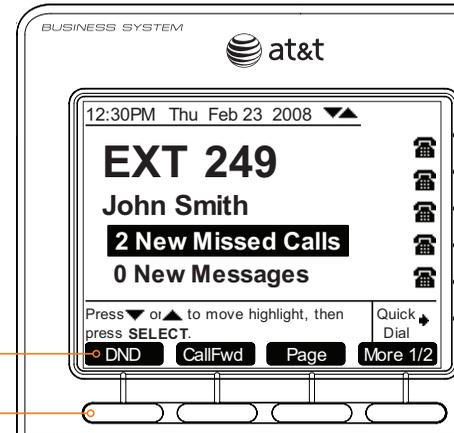
Four context-sensitive keys provide functions indicated by labels on the screen.

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

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

Soft Key Labels

Soft Keys



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

The table shows the soft key labels that appear on the Idle screen.

DND	Turns Do Not Disturb on or off.	CallFwd	Turns Call Forward on or off.	Page	Displays the Paging Zones menu.	More 1/2	Displays the next set of soft keys.
ExtList	Displays a list of extensions	ParkList	Displays the Park List			More 2/2	

Making a Call

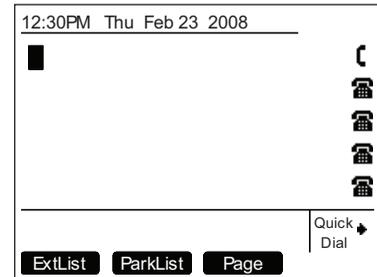
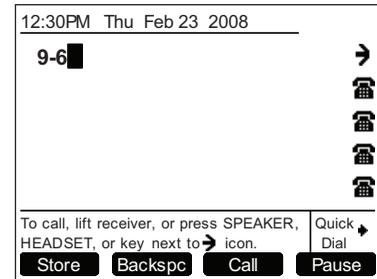
You can make a call from the deskset using predialing, live dialing or from a list. To predial, use the dial pad to enter a phone number and then go off hook. To live dial, go off hook and then dial a number. To make a call when viewing a list of numbers such as the Directory, Call Log, Redial or Messages lists, highlight the number and then press **Call** .

To predial a number:

1. Enter the phone number using the dial pad. To call an outside number, dial **9** first, or whatever your system administrator said is necessary.
2. Go off hook: lift the corded handset, or press **SPEAKER, HEADSET** or a Call/Line Appearance key.

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 call an outside number, dial **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, pressing **SPEAKER**, pressing **HEADSET**, pressing 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 additional information on this feature.

Instead of answering, you can silence the ringer by pressing **Ignore** or send the call directly to voicemail by pressing **FwdVM**.

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



Managing a Call

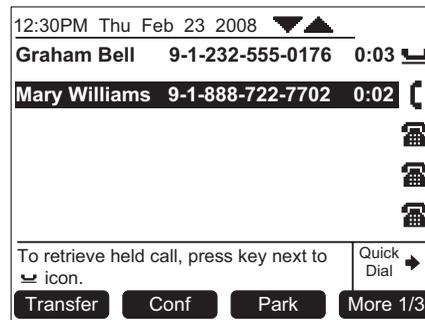
The deskset call management functions begin with the active call screen.



If your system has been configured for Line Appearance mode, a different set of soft keys will be available.

For more information, see the User's Guide at

www.telephones.att.com/synapseguides.



The table shows the soft key labels that appear after you answer a call.

Transfer	Begins transfer of a call.	Conf	Begins a conference call.	Park	Parks a call.	More 1/3	Displays the next set of soft keys.
DND	Turns DND (Do Not Disturb) on or off.	CallFwd	Turns Call Forward on or off.	Page	Displays the Paging Zones menu.	More 2/3	
		ParkList	Displays the Park List.			More 3/3	

Transferring a Call

To transfer a call:

1. From the active call screen, press **More** , if necessary, until you see **Transfer** .
2. Press **Transfer** . The active call is put on hold.
3. Dial a number or access an entry from the Directory, Call Log, Extension list, or Messages list and press **Call** .
You can also transfer to a parked or held call by accessing it and pressing **SELECT**. If desired, you can announce the transfer.
4. To complete the transfer, press **Xfer?** . The Call Transferred screen appears for two seconds.



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

Do Not Disturb Setup

To enable or disable Do Not Disturb (DND):

1. From the Idle screen, press **DND** .
DND ON appears in the top right of the display.
2. To disable DND from the Idle screen, press **DND** .

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.

Creating a Conference Call

The deskset can conference two calls to create a three-party conference call. Only one conference can exist at a time at a deskset.

To create a conference call:

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

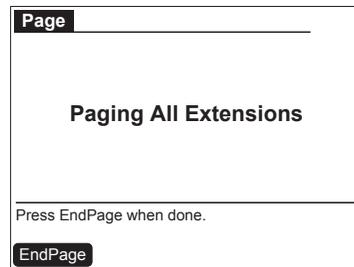
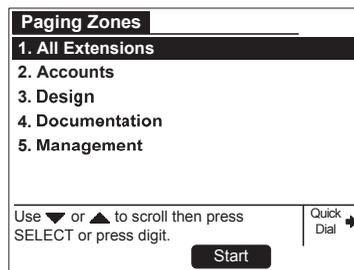
If you hang up while on the conference, the conference ends. If you make or take another call, the conference continues without you. You can rejoin by pressing a corresponding Call Appearance or Line Appearance key.

Paging

You can page all extensions, or, if the system administrator has created Paging Zones, you can page groups of other extensions.

To page extensions:

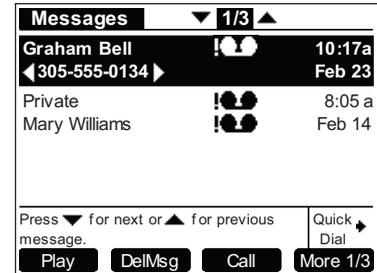
1. Press **Page** . The Paging Zones screen appears. The screen shows the page options available at your deskset: an **All Extensions** option, and any Paging Zones that the system administrator has created.
2. Highlight **All Extensions** or a Paging Zone, and press **Start** . The system emits a short paging tone and displays the Paging screen.
3. Speak into the speakerphone MIC or pick up the handset to speak.
4. When finished, press **EndPage** . The Idle screen appears.



Accessing Voicemail

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

If your system administrator has set up group mailboxes whose messages you can access, 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**.



The table shows the soft key labels that appear in the Messages screen.

Play	Plays a message.	DelMsg	Deletes highlighted message.	Call	Dials the highlighted entry.	More 1/3	Displays the next set of soft keys.
FwdMsg	Initiates forwarding a message.	DelAll	Deletes all messages.	PlayAll	Plays all messages.	More 2/3	
MrkNew	Marks message as new with "new" icon (!).			ClerNew	Clears the "new" icon (!) from all messages.	More 3/3	

Accessing the Call Log

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

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

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

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 view the dialing options before pressing **Call** to call the number back.



Tape Icon

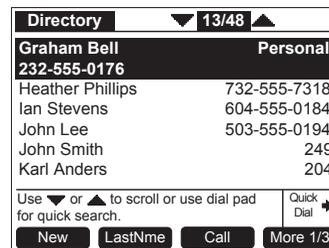
PlayMsg	Plays a message.*	Delete	Deletes highlighted entry.	Call	Dials highlighted entry.	More 1/3	Displays the next set of soft keys.
Store	Stores number in local directory.	DelAll	Deletes all entries.	ClerNew	Clears the NEW icon from all entries.	More 2/3	
Details	Shows details for highlighted entry.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

*Appears only when there is a message.

Directory

The Directory consists of other deskset extension numbers, your own Personal entries, and System entries that only the system administrator can add and edit. You can add up to 50 Personal entries to your deskset Directory.

Within the Directory, you can press a dial-pad key to see the first name that starts with the first letter on that key. If there is no match, the screen displays the next entry in the alphabetical list. You can also use the Δ and ∇ Navigation keys to scroll through the Directory.



New	Creates a new Personal entry.	FirstNme LastNme	Sorts entries by First and Last Name.	Call	Dials highlighted entry.	More 1/3	Displays the next set of soft keys.
Edit	Edits a Personal entry.	Delete	Deletes a Personal entry.	List	Opens the display options menu in Directory.	More 2/3	
Details	Shows details for highlighted entry.					More 3/3	

Using the Directory

To create a new Directory entry:

1. To display the Directory list, press **DIRECTORY**.
2. Press **New**. The **Personal Entry** screen appears.
3. Fill in the First Name, Last Name and Phone # using the dial-pad keys. Add a **9**, or whatever your system administrator said is necessary, for outside calls.
4. To return to the Directory list, press **Save**.

To search for a list entry:

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

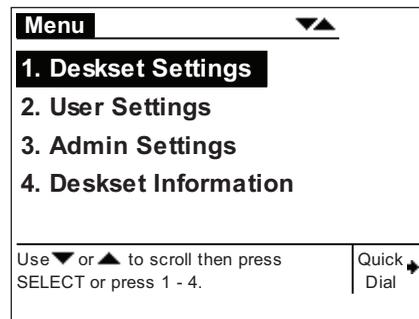


The screenshot shows a mobile interface titled "Personal Entry" with a dropdown arrow and an up arrow. The form contains three fields: "First Name: Graham Bell", "Last Name:", and "Phone #: 912325550176". At the bottom, there is a text prompt "Use dial pad to enter letters." and a "Quick Dial" button with a right-pointing arrow. Below the text prompt are two buttons: "Save" and "Backspc".

Deskset Menu

You can use the deskset menus to set up many deskset features. Access the main 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** to display the **Deskset Settings** menu (Display, Sounds, and Preferred Audio).
- Press **2** to display the **User Settings** menu (Greetings, Call Forward All, Auto Answer, Voicemail Memory, Name Recording, Cordless Settings, and Password).
- Press **3** to display the **Admin Settings** menu (a system administrator password is required).
- Press **4** to display the **Deskset Information** menu.
- If your extension is the operator extension, press **5** to change the **Auto Attendant** settings.



Deskset menu items vary depending whether the system is in Call Appearance or Line Appearance mode. See the User's Guide at www.telephones.att.com/synapseguides for more information.

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 repeat the sequence.

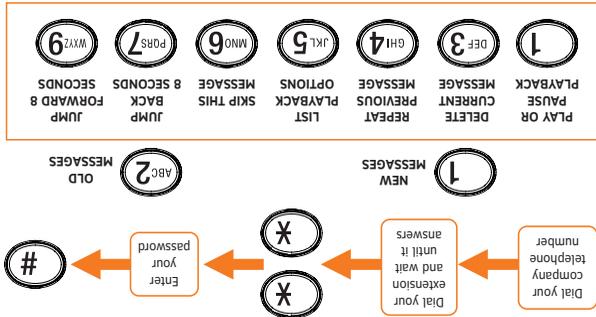
The pound (#) and star (*) keys have been assigned special characters. Pressing these keys will display each special character in the order shown in the table below.



Deskset Special Characters

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

Remote Voicemail Access Card

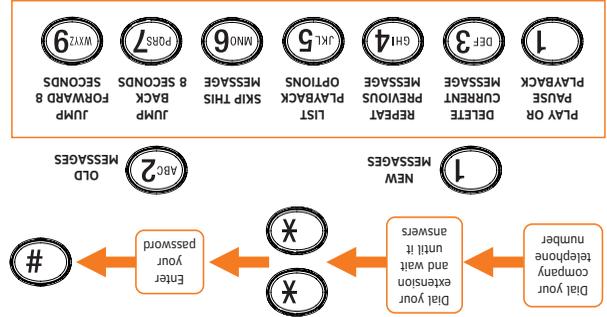


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Synapse® Deskset
Personal Voicemail
Access Card

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Personal Voicemail
Access Card

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Remote Voicemail Access Card

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

- To stop message playback, press 5.
 - To listen to old messages, press 2.
 - To listen to new messages, press 1.
- the front
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. Press pound (#).
 5. Press pound (#).
 6. You have the following options as illustrated on
- To access personal voicemail remotely:**

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

- To stop message playback, press 5.
 - To listen to old messages, press 2.
 - To listen to new messages, press 1.
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1. Dial your company telephone number.
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- To access personal voicemail remotely:**





NOTE: For customer service or product information, contact your installer. 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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