Synapse ®

User's Guide

AT&T SB67035 Deskset

CONTENTS

PREFACE

This User's Guide provides instructions for using your Synapse SB67035 telephone with software version 3.1.1 or newer, and its optional accessories. See *page 124* for instructions on checking the software version on the Deskset. 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 165*. Please thoroughly read this user's guide for all the feature operations and troubleshooting information necessary to 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**.

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**.

Topic Navigation

This Synapse SB67035 Deskset User's Guide features easy navigation between topics and the ability to return to your original topic.

Text in blue indicates a link to another page in the document. **Bold text in blue** indicates a hyperlink to an external web site.

You can also click the arrows at the bottom of the page to move around this document.

	Go back to the last page viewed.
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Text Conventions

Table 1 lists text formats and describes how they are used in this guide.

Table 1.   Description of Text Conventions

Text Format	Description
Screen	Identifies text that appears on a device screen or a WebUI page in a title, menu, or prompt.
HARD KEY or **DIAL-PAD KEY**	Identifies a hard key, including the dial-pad keys.
CallFwd	Identifies a soft key.
Line Appearance mode	Text in the left-hand margin identifies a step or paragraph that applies to a specific configuration or Synapse device.
Notes provide important information about a feature or procedure. NOTE	Example of a Note.
⚠ *A caution means that loss of data or unintended circumstances may result.* CAUTION	Example of a Caution.

OVERVIEW

The Synapse® Business Phone System from AT&T is for businesses that need up to 100 extensions. This system is scalable from 1 to 39 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.

This chapter introduces the SB67035 Deskset and accessories and provides an overview of the Synapse System and the external features of the Deskset.

- *"Synapse System Overview" on page 9*

- *"Deskset Description" on page 10*

- *"AT&T DECT 6.0 Cordless Headset (Optional)" on page 22.*

Synapse System Overview

Your Deskset is part of the Synapse System. Synapse differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, Synapse uses a distributed control system over a Local Area Network (LAN). Figure 1 illustrates a sample system.

blue lines = telephone
green line = T1
red lines = Ethernet
orange lines = audio
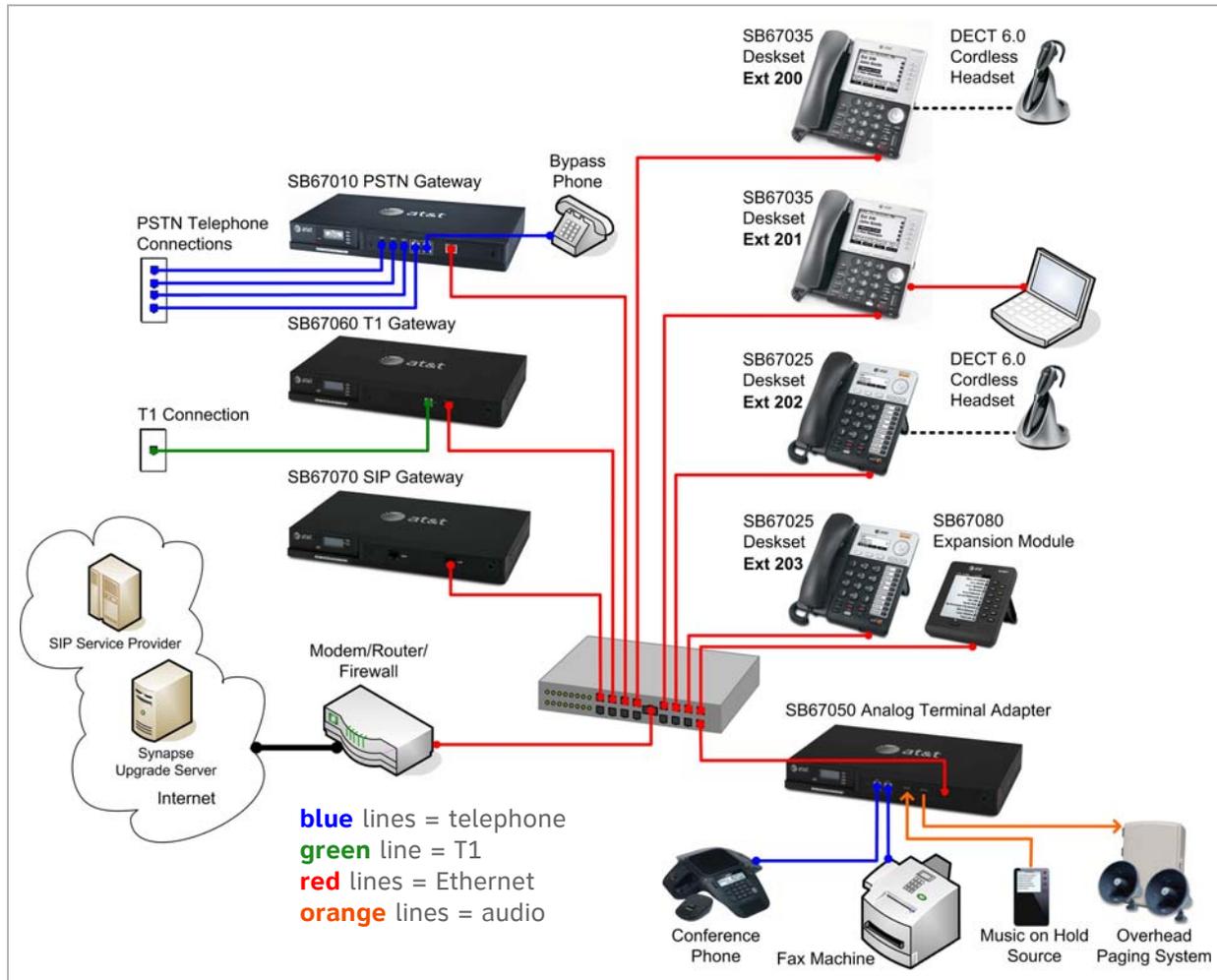
Figure 1. Sample Synapse System

Deskset Description

The key external features of the Deskset are shown in Figure 2 and described in Table 2.
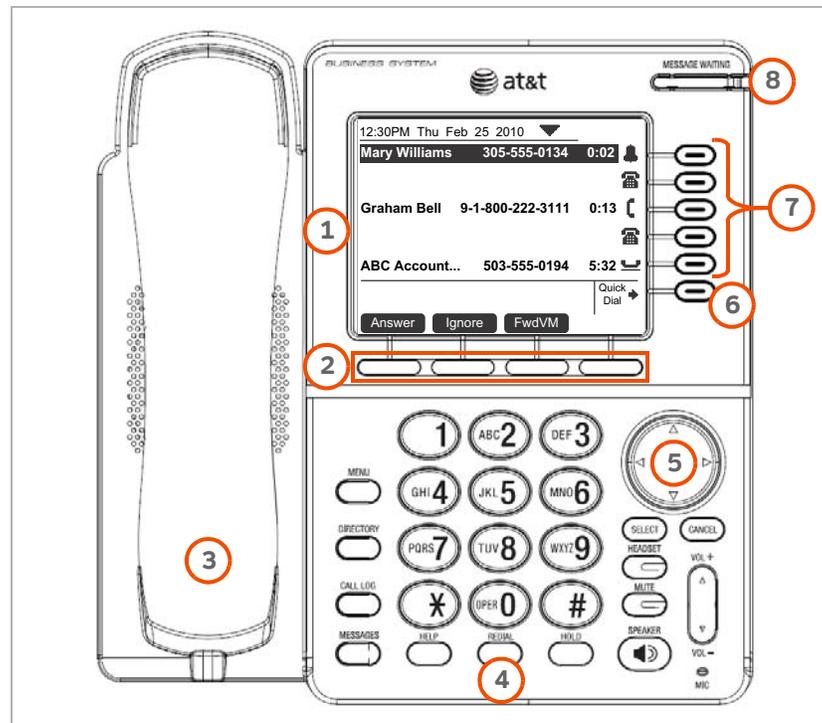
Figure 2. Deskset External Features

Table 2.　Deskset External Features

1. Liquid Crystal Display (LCD)	Provides controls and information for using the Deskset.
2. Soft Keys	Four keys that produce different actions, depending on the LCD labels.
3. Corded Handset	Traditional 2-conductor wiring (FXO—Foreign Exchange Office Ports).
4. Hard Keys	Fixed-function keys. See *"Deskset Hard Keys" on page 11*.
5. Navigation Key	Moves the cursor up/down/left/right on the display.
6. Quick Dial or Call Queue Key	Provides easy access to frequently dialed numbers or to the Call Queue, depending on your system setup.
7. Call Appearance/Line Appearance Keys	Five keys that access active calls and held calls.
8. Voicemail Indicator	Illuminates when there are new voicemail messages.

Deskset Hard Keys

The hard keys include the standard telephone dial-pad keys and the function keys shown in Figure 3 and defined in Table 3.
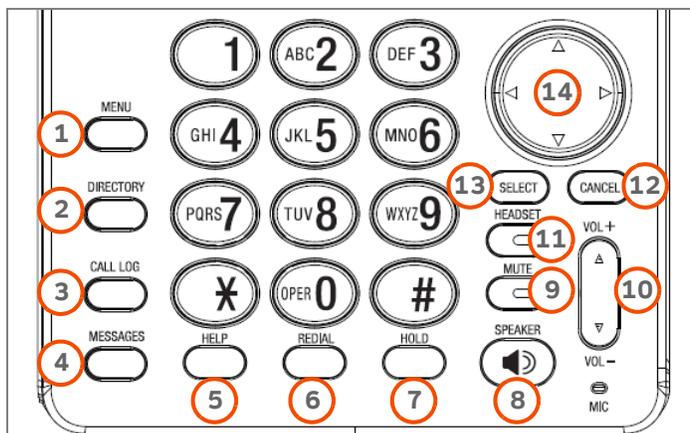
Figure 3. Deskset Function Keys

Table 3. Deskset Function Keys

1. MENU	Accesses the configuration menu.
2. DIRECTORY	Accesses the Directory.
3. CALL LOG	**Accesses the incoming Call Log.**
4. MESSAGES	Accesses voicemail.
5. HELP	Accesses Help.
6. REDIAL	Accesses the Redial list.
7. HOLD	Puts current active call on hold. Allows access to other calls and features while maintaining call connection.
8. SPEAKER	During a call, switches voice to and from the speakerphone. Can be used to answer or start a call, or to hang up.
9. MUTE	Mutes the microphone. When on, the other party cannot hear you. Does not mute the optional cordless headset.
10. VOL+/VOL–	Increases or decreases the ringer and voice volume.
11. HEADSET	Routes audio to corded headset or cordless headset. Can be used to go off hook.
12. CANCEL	Cancels the most recent operation and returns to previous function.
13. SELECT	Usually selects a highlighted option. Dials highlighted phone numbers.
14. Navigation	Moves the cursor up ($\triangle$), down ($\triangledown$), left ($\triangleleft$), right ($\triangleright$) on the display.

Deskset Idle Screen

Figure 4 identifies the basic elements of the Idle screen in Call Appearance mode (see *"Modes of Operation" on page 13*). Table 4 describes the call functions displayed on the Idle Screen. The Idle screen appears 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.
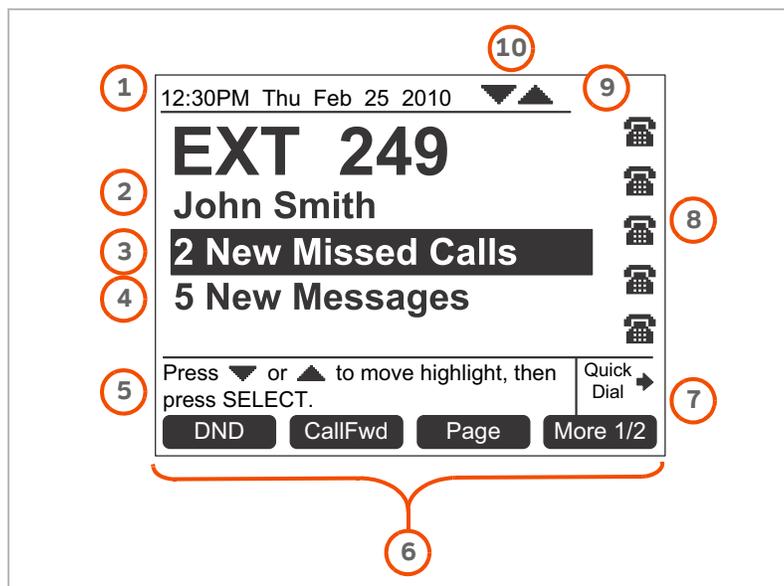
Figure 4. Idle Screen

Table 4.   Idle Screen

1. Time and Date	
2. Extension Number and Name	Your extension number and name appear in the Idle screen. Extensions may be 3 or 4 digits.
3. New Missed Calls (Call Appearance mode only)	Press **SELECT** when this is highlighted to display the name, number, and time of recently received calls.
4. New Messages	Press **SELECT** when this is highlighted to access the list of new voicemail messages.
5. Help	Brief, context-sensitive help for the current screen.
6. Soft Keys	See *"Deskset Soft Keys" on page 15*.
7. Quick Dial or Call Queue	When the nearby key is pressed, the Call/Line Appearance icons change to display up to six quick-dial numbers. If Call Queue is set up (Call Appearance mode only), pressing the key displays the Call Queue list, where you can view and retrieve calls in the Call Queue.
8. Call Appearance/Line Appearance Icons	Show whether there is an active, conference, or held call, or whether there is a line available for making a call.
9. Status Indicators	Status indicators appear in this space. See *"Deskset Status Indicators" on page 16*.
10. Navigation Arrows	Press the △ or ▽ navigation key to highlight Missed Calls or New Messages.

Modes of Operation

The system administrator can configure the Synapse system to operate in one of two different modes: Call Appearance mode and Line Appearance mode. Your Deskset operates differently in each mode. The appearance mode affects how you make, answer, and manage calls. Each mode provides a unique set of configurable features. This User's Guide includes information about, and procedures for, both Call Appearance mode and Line Appearance mode.

You know your Deskset is in Call Appearance mode when the Idle screen displays **New Missed Calls**, as shown in Figure 5. The Idle screen appears when the Deskset is first turned on and when there is no call activity. In Line Appearance mode, the Deskset does not display missed calls.
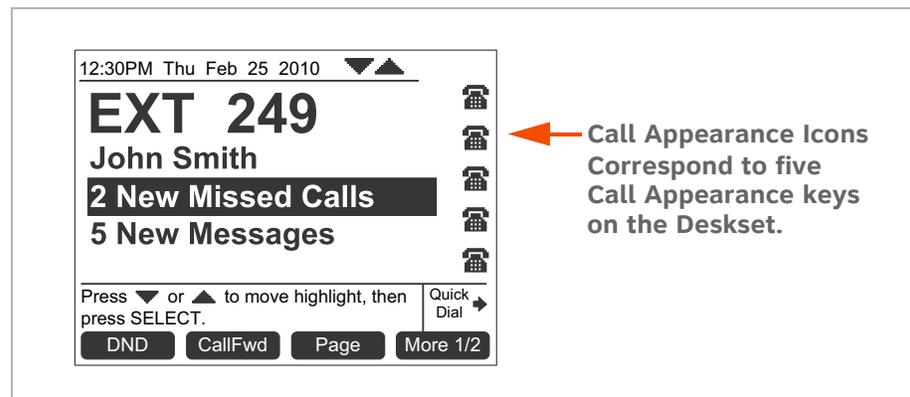
Figure 5. Idle Screen in Call Appearance mode

Call Appearance Mode

In Call Appearance mode, your Deskset has five virtual "lines" on which you can make and receive calls. These lines are called Call Appearances in this User's Guide. You can use Call Appearances for calls to and from external numbers (232-555-0176, for example) or to and from other Synapse Deskset extensions (Extension 220, for example). You can access each Call Appearance by pressing a Call Appearance key, as shown in *Figure 2 on page 10*.

Line Appearance Mode

In Line Appearance mode, the Idle Screen appears as shown in Figure 6.
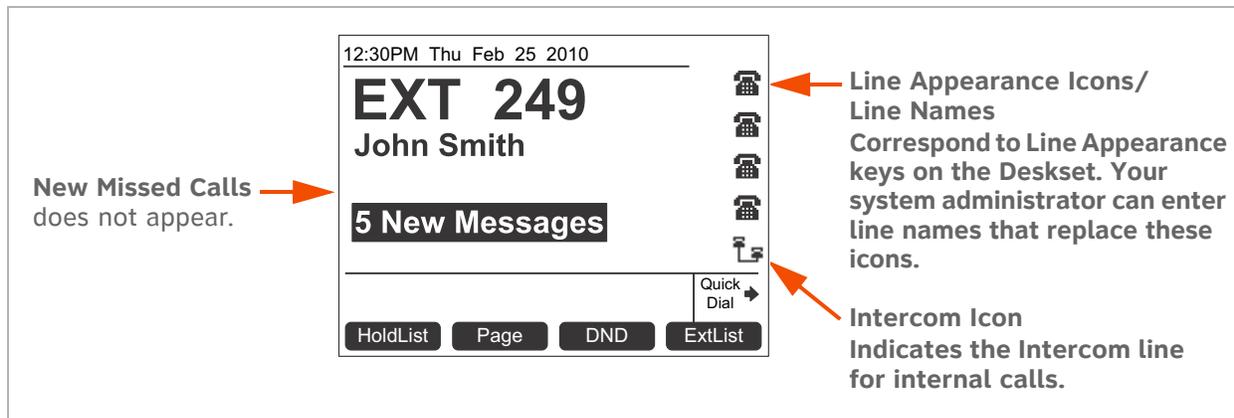
Figure 6. Idle Screen in Line Appearance mode

In Line Appearance mode, each line corresponds to a Line Appearance key on the Deskset as shown in *Figure 2 on page 10*. Unlike Call Appearance mode, each Line Appearance key represents an actual physical line connected to the PSTN Gateway (the Synapse system can have up to four PSTN Gateways providing up to 16 lines). The system administrator can configure your Deskset with up to four lines on which you can make and receive external calls. One key is reserved for "Intercom" calls to other Synapse Deskset extensions.

Other Desksets in the system share these lines and display the line status. Incoming calls on a line will ring at all Desksets that share that line. The Line Appearance key LED indicates whether a line is ringing, busy, or on hold.

The Line Appearance keys are used for receiving and making calls to external numbers. To call another extension in your office, you must use an Intercom key. By default, the Intercom key is the fifth key, but your system administrator can configure additional Intercom keys.

Setting Your Password

You can protect your Deskset by setting a password that prevents other users from accessing your User Settings and voicemail. If you create a password, you will need to enter it before accessing User Settings, voicemail, and the WebUI. You will also need to enter your password before calling a restricted number. See *"Calling a Restricted Number" on page 30*.

For more information, see *"Setting and Changing Your Password" on page 122*.

Deskset Soft Keys

The Deskset provides soft keys, as illustrated in Figure 7. The soft key labels change according to the current task. For example, if you are holding a call, the key labels displayed are different from those displayed if you are making a call. See *"Appendix A: Soft Keys" on page 162* for an alphabetical list of the labels that appear above the soft keys.

Table 5 and Table 6 describe the Deskset Idle screen soft keys, as shown in Figure 7.
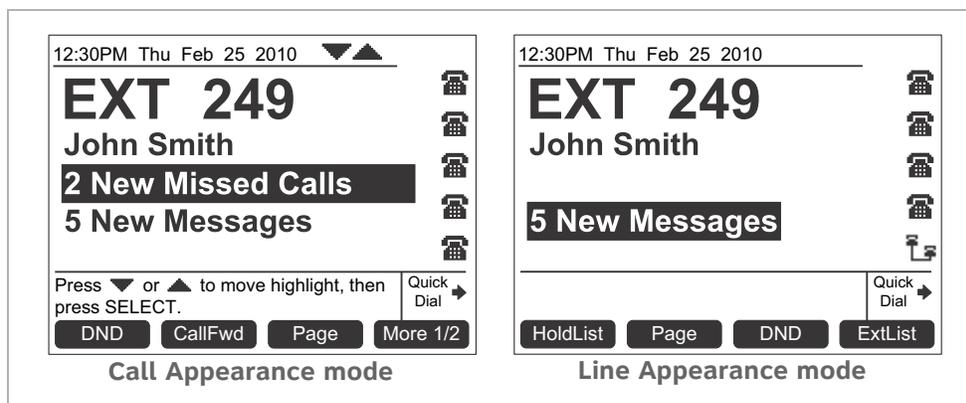
Figure 7. Deskset Idle Screen

Table 5.   Idle Screen Soft Keys (Call Appearance Mode)

Key	Description	Key	Description
DND	Turns Do Not Disturb on or off.	CallFwd	Turns Call Forward on or off.
Page	Pages internal extensions.	More	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.

Table 6.   Idle Screen Soft Keys (Line Appearance Mode)

Key	Description	Key	Description
HoldList	Accesses Held Calls list.	Page	Pages internal extensions.
DND	Turns Do Not Disturb on or off.	ExtList	Accesses Extension list.

Deskset Status Indicators

Status indicators appear in the upper right-hand corner of the Deskset display, as shown in Figure 8.

```
12:30PM  Thu  Feb  25  2010   ▼▲  DND ON
                                        ☎
EXT  249                                ☎
John Smith                              ☎
2 New Missed Calls                      ☎
5 New Messages                          ☎

Press ▼ or ▲ to move highlight, then   Quick →
press SELECT.                          Dial
   DND       CallFwd      Page      More 1/2
```

Figure 8. Example of DND On

Status messages include:

DND ON	Do Not Disturb is on.
FWD ON	Call Forward All is on **(Call Appearance mode only)**.
ANS ON	Auto Answer is on. See *"Auto Answering" on page 38*.
INT ON	Direct Intercom is on **(Call Appearance mode only)**. See *"Answering Direct Intercom Calls" on page 39*.
VM Full	Voicemail is full.
< 5 Min	Less than five minutes of voicemail recording time is available.
🔔	Ringer volume set to zero. The ringer is silent.
🔔 10s	Audible Ring Delay is 10 seconds. The number indicates the delay you have set **(Call Appearance mode only)**.

> **ℹ NOTE** The silent ringer and the voicemail indicators alternate with each other and the other status indications. When Do Not Disturb is on, there is no indication for Auto Answer, Direct Intercom, or Audible Ring Delay. When Call Forward All is on, the Do Not Disturb, Auto Answer, Direct Intercom, and Audible RIng Delay indicators do not appear.

Call Indicators in Call Appearance Mode

If your system is set to Call Appearance mode, the five Call Appearance keys, 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 key LED flashes. Icons on the screen identify the status of each call. Press △ or ▽ to move the highlight. The soft keys change accordingly. See *"Call Status Icons" on page 18* for a complete description of the available icons.

Figure 9. Sample Call Appearance Screen
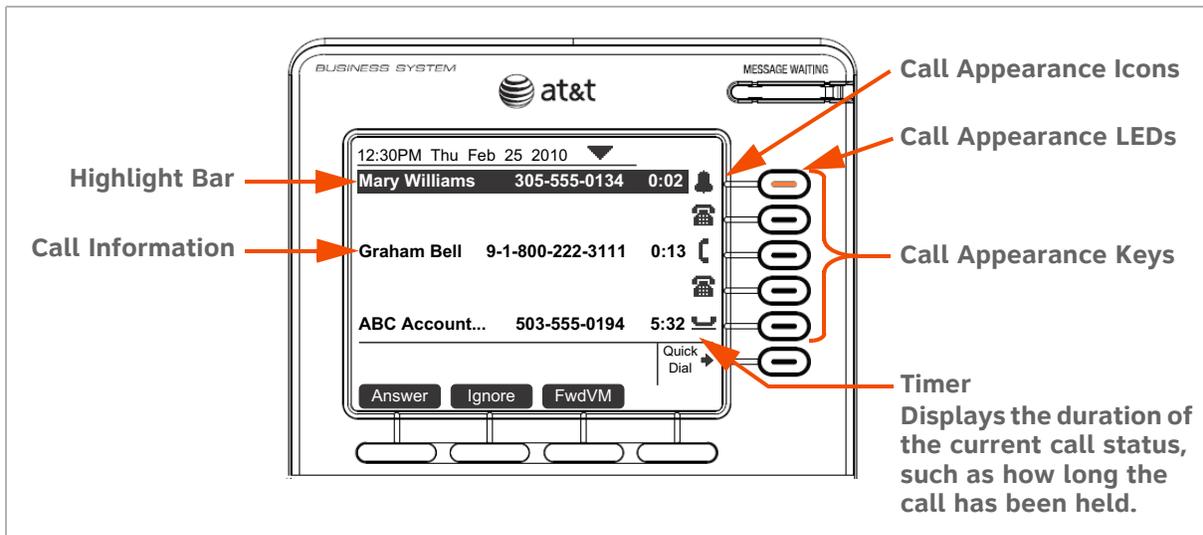
Conferencing or transferring external calls requires two Call Appearances; one for each call. When you are in a feature such as the Directory, Call Log, Redial, or voicemail, pressing a Call Appearance key does not dial a highlighted list entry.

Call Indicators in Line Appearance Mode

If your system is set to Line Appearance mode, the Line Appearance keys, as shown in Figure 9, allow you to manage your calls. The Deskset presents call information next to the Line Appearance keys at the side of the display. When there is an incoming call, the Line Appearance key LED flashes. Icons on the screen identify the status of each call. When there are several lines active, press Line Appearance keys to access calls. The soft keys change accordingly. See *"Call Status Icons" on page 18* for a complete description of the available icons.

Figure 10. Sample Line Appearance Screen
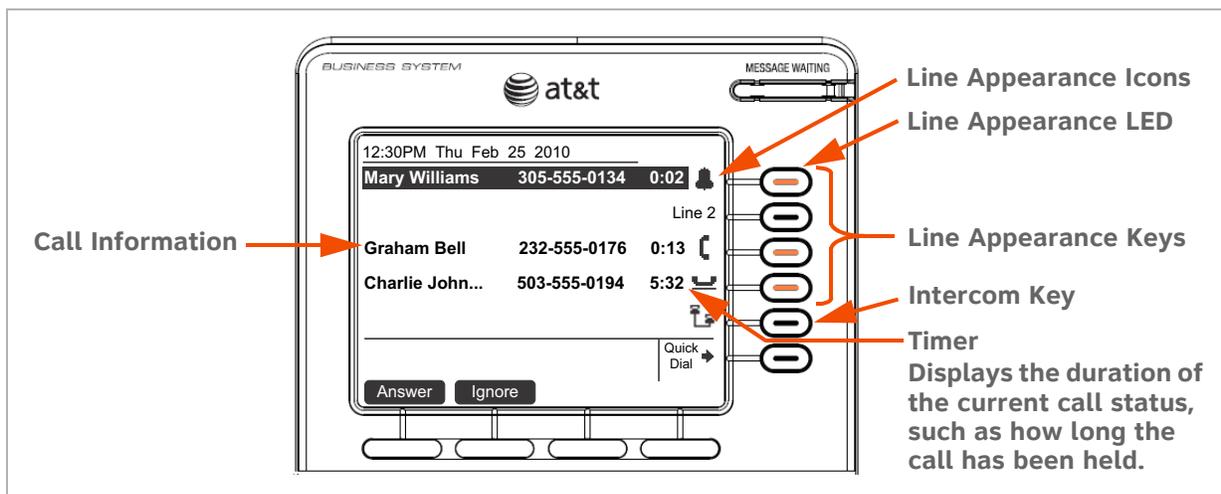
Call Status Icons

Table 7 shows and describes the call status icons.

Table 7.   Deskset Call Status Icons

Icon	Status	Icon	Status
	Available Indicates an available Call Appearance (or Line Appearance if the system administrator has not named your lines). Lifting the corded handset changes the icon from Available to Off Hook.		Incoming Call Indicates an incoming call when there are no other calls.
	Intercom **Line Appearance mode only—** Indicates an available Intercom line for internal calls.		**Ringing call and silenced call** Indicates an incoming call.
	Off Hook Indicates that you have lifted the corded handset, pressed **SPEAKER** or **HEADSET**, or you are on a phone call.		Ring Group or Call Queue Ringing Ring Group or Call Queue Silenced Indicates incoming Ring Group or (in Call Appearance mode) Call Queue calls.
	Conference Indicates a conference call.		**Predial** **Call Appearance mode only—** Indicates that you have pressed at least one dial-pad key. These numbers are dialed when you go off hook.
	On Hold Indicates you have put the call on hold.		Call Screening **Call Appearance mode only—** Indicates the caller is leaving a message. You can answer the call, listen to the recording in progress, or return to the idle screen.
	Conference On Hold Indicates you have put a conference call on hold.		
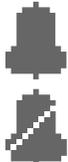
Call Status LEDs

The Call Status LED flash patterns indicate call status, as described in Table 8. In Call Appearance mode, the LEDs indicate call status for a single Deskset. In Line Appearance mode, all Desksets that share lines also display the same LED activity. For example, if someone puts a call on line 3 on hold, the Line Appearance key for line 3 flashes slowly on all the Desksets that share line 3.

Table 8.   Deskset Call Status LED Activity

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

Deskset Dial-Pad Entry

Use the dial-pad keys to enter letters and numbers into a text field. Keys **2**, **3**, **4**, **5**, **6**, and **8** have three assigned letters, while keys **7** and **9** have four assigned letters, as shown in Figure 11.
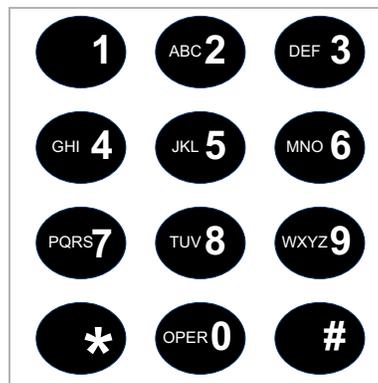
Figure 11. Dial Pad

Pressing **1** once enters a **space**; pressing it twice enters a 1.

Pressing a key numbered **2** to **9** enters characters in the following order:

1. Uppercase letters.

2. Key number.

3. Lowercase letters.

For example, pressing **2** cycles through A, B, C, 2, a, b, c. Pressing **7** cycles through P, Q, R, S, 7, p, q, r, s.

For text fields that accept only numbers, pressing a key once enters a number.

You can enter special characters by pressing the **#** and ***** keys.

- Press **#** to cycle through the special characters **# & ' , — . @** (in that order).

- Press ***** to cycle through the special characters **! ( ) * + ?** (in that order).

Using the Speakerphone

When the speakerphone is active, the **SPEAKER** key is lit.

To use the speakerphone:

1. To initiate a call, press **SPEAKER**. The key lights up and you hear a dial tone. Begin dialing.

2. To end a call, press **SPEAKER**. The key light 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** switches audio between the corded handset and the speakerphone.

Using 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:

1. Press **HELP**. The Help menu appears. (Call Appearance mode shown. The Help menu in Line Appearance mode is slightly different.)

```
HELP                    ▼▲
1. Idle Screen Information
2. Voicemail
3. Directory
4. Call Log and Redial List
5. Making a Call
6. Call Management
7. Incoming Calls
Use ▼ or ▲ to scroll then press    Quick ►
SELECT or press 1-8.               Dial
                                   Exit
```
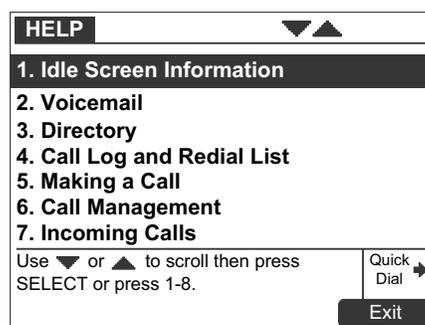
2. Press △ or ▽ to highlight the desired feature.

3. Press **SELECT**.

4. Press **Exit** to exit the Help.

About the Auto Attendant

The Synapse system features an Auto Attendant that transfers incoming calls to an interactive voice menu that can guide callers to the desired extension or extension's voicemail. Different menus can be set for different times of day.

In Line Appearance mode, the Auto Attendant can be enabled to answer calls during periods when your office is closed or when calls go otherwise unanswered.

In Call Appearance mode, the Auto Attendant is usually enabled. When the Auto Attendant is disabled, all external calls go to the system operator or to a target that the system administrator assigns, which could be a group of extensions.

The default menu instructs callers to "Enter the extension number or enter 0 for the operator." Your system administrator can create customize menus with your own greeting message and instructions to callers.

The Auto Attendant may be set up so that callers can access the Auto Attendant directory. This allows callers to use any touch-tone phone's dial pad to spell your name, followed by pressing the pound (#) sign, to reach your extension.

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

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, if the system administrator has enabled this feature.

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

If your system administrator has set up Direct Inward Dialing (available in Call Appearance mode only), callers can dial the Direct Inward Dial telephone number to reach you directly, bypassing the Auto Attendant. Your callers can also call your company's main number and be transferred to your extension.

AT&T DECT 6.0 Cordless Headset (Optional)

The optional cordless headset, shown in Figure 12, provides a 500-foot range and easy one-button answering once it is registered to your Deskset. Use your Deskset to register your cordless headset. See *"To register the AT&T cordless headset:" on page 119*.

Figure 12. Optional AT&T DECT 6.0 Cordless Headset

For more information about installing and operating the cordless headset, see your cordless headset user manual. For more information about using the Deskset with a cordless headset, see:

- *"Making Calls with a Cordless Headset" on page 31*
- *"Answering a Call" on page 35*
- *"Call Management Using a Headset" on page 53*.

OUTGOING CALLS

The Deskset provides several methods for making a call. You can also use an optional cordless headset to complete a call that you dialed on the Deskset.

If you are in Idle mode or have calls on hold, you can predial a phone number and then go off hook to call the number. You can make a call at any time by choosing an off-hook method, and 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.

In Call Appearance mode, you can dial the extension for the system operator by pressing **0** (zero).

The procedures in this chapter apply to both Call Appearance and Line Appearance mode, unless otherwise noted.

Active Call Screen

The active call screen, as shown in Figure 13, appears while you are on a call.

```
┌─────────────────────────────────┐   ┌─────────────────────────────────┐
│ 12:30PM  Thu  Feb  25  2010     │   │ 12:30PM  Thu  Feb  25  2010     │
│ Graham Bell    232-555-0176  0:11│   │ Graham Bell    232-555-0176  2:51│
│                             ☎    │   │                             ☎    │
│                             ☎    │   │                             ☎    │
│                             ☎    │   │                             ☎    │
│                             ☎    │   │                                  │
│                         Quick →  │   │                         Quick →  │
│                         Dial     │   │                         Dial     │
│  Transfer   Conf   Park  More 1/3│   │  Transfer   Conf   Flash More 1/2│
└─────────────────────────────────┘   └─────────────────────────────────┘
       Call Appearance Mode                  Line Appearance Mode
```
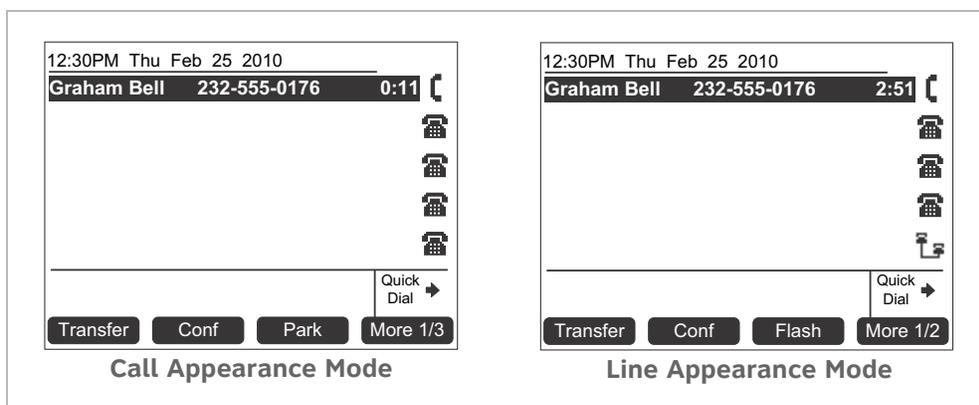
Figure 13. Active Call Screen

Table 9.   Active Call Screen Description

Key	Description	Key	Description
Transfer	Begins transfer of a call.	Conf	Begins a conference call.
Park	**Call Appearance mode only—** Parks an external call.	More	Moves to the next set of soft keys. **More 1/3** indicates that you are on page one of three.
Page	Pages all extensions.	DND	Turns Do Not Disturb on or off.
CallFwd	**Call Appearance mode only—** Turns Call Forward on or off.	ParkList	**Call Appearance mode only—** Displays the Park list.
Flash	**External calls in Line Appearance mode only—** Simulates a hook flash, which signals your telephone service provider to activate a feature.	HoldList	**Line Appearance mode only—** Displays the Held Calls 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:

1. Enter an extension number or phone number (for example: **9-1-232-555-0176**) using the dial pad. The predial screen appears (Call Appearance mode shown).

```
12:30PM  Thu  Feb  25  2010
91232                                      ➔
                                           ☎
                                           ☎
                                           ☎
                                           ☎
To call, lift receiver, or press SPEAKER,  Quick  ➔
HEADSET, or key next to ➔ icon.            Dial
   Store     Backspc     Call     Pause
```
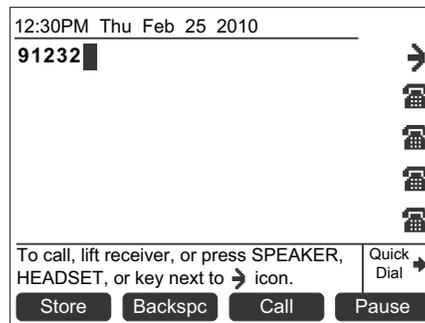
> **NOTE** **Call Appearance mode only—**For external calls, dial **9** or whatever digit, if any, that must be dialed first.

Before you call the number, you can press:

■   **Store** to store the number in your Personal list.

■   **Backspc** to delete the last digit entered.

■   **Pause** to insert a two-second pause into the phone number.

■   **CANCEL** to cancel predial.

2. Lift the corded handset, or press **SPEAKER**, **HEADSET**, **Call** , or a Call Appearance or Line Appearance key to go off hook and call the number.

```
12:30PM  Thu  Feb  25  2010
9-1-232-555-0176              0:01  (
                                    ☎
                                    ☎
                                    ☎
                                    ☎
                                   Quick  ➔
                                   Dial
   Transfer    Conf     Park    More 1/3
```
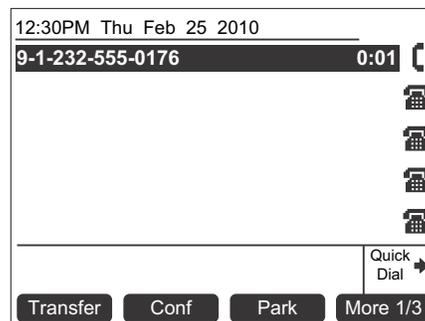
Live Dialing

You can make a call by going off hook, and then dialing a phone number.

To dial a live number:

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 or Line Appearance key.

2. Enter the extension number or phone number you want to dial, as shown below (Call Appearance mode shown).
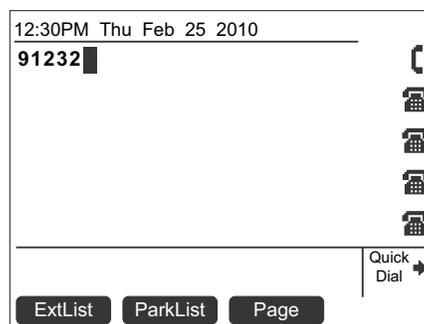
```
12:30PM  Thu  Feb  25  2010
91232█                                    (
                                          ☎
                                          ☎
                                          ☎
                                          ☎
                                    Quick ➜
                                    Dial
  ExtList     ParkList      Page
```

Call Appearance mode only—For external calls, enter **9** or whatever digit, if any, that must be dialed first.

The active call screen appears (Call Appearance mode shown).

```
12:30PM  Thu  Feb  25  2010
9-1-232-555-0176              0:01        (
                                          ☎
                                          ☎
                                          ☎
                                          ☎
                                    Quick ➜
                                    Dial
 Transfer    Conf      Park     More 1/3
```
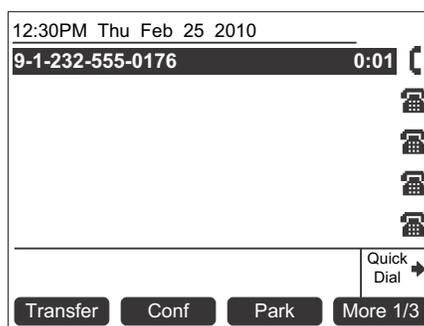
Making a Call from a List

To make a call from a list:

1. Access the desired list entry. For example, press **DIRECTORY**. The **Directory** screen appears. See *"Accessing Items in Lists" on page 54*.

    ```
    ┌────────────────────────────────────────┐
    │ Directory          ▼ 13/48 ▲           │
    ├────────────────────────────────────────┤
    │ Graham Bell                 Personal    │
    │ 232-555-0176                            │
    │ Heather Phillips         732-555-7318   │
    │ Ian Stevens              604-555-0184   │
    │ John Lee                 503-555-0194   │
    │ John Smith                      249     │
    │ Karl Anders                     204     │
    ├────────────────────────────────────────┤
    │ Use ▼ or ▲ to scroll or use dial pad │Quick│
    │ for quick search.                    │Dial →│
    ├──────────┬──────────┬────────┬─────────┤
    │   New    │ LastNme  │  Call  │ More 1/3│
    └──────────┴──────────┴────────┴─────────┘
    ```
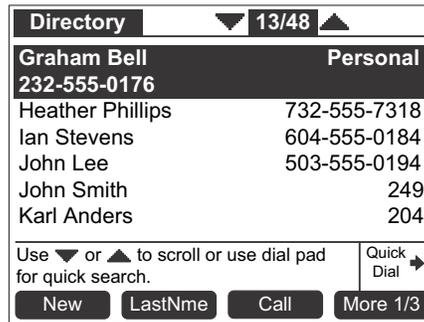
2. Press △ or ▽ until you highlight the desired entry.

3. Press **Call** or **SELECT** to dial the highlighted number. The Deskset dials the number and the active call screen appears (Call Appearance mode shown).

    ```
    ┌────────────────────────────────────────┐
    │ 12:30PM  Thu  Feb  25  2010             │
    ├────────────────────────────────────────┤
    │ Graham Bell    232-555-0176    0:11  ☎  │
    │                                      ☎  │
    │                                      ☎  │
    │                                      ☎  │
    │                                      ☎  │
    │                                   │Quick│
    │                                   │Dial →│
    ├──────────┬──────────┬────────┬─────────┤
    │ Transfer │   Conf   │  Park  │ More 1/3│
    └──────────┴──────────┴────────┴─────────┘
    ```
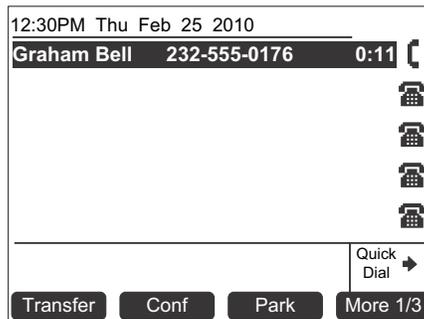
    > **ℹ NOTE** Phone numbers are dialed as they appear in the lists. **Call Appearance mode only**—For external calls, enter **9** or whatever digit, if any, that must be dialed before the phone number. When you dial from the Call Log, any required external calling prefix digit is automatically added.

Calling a Busy Extension

If you call an extension that is on a call or busy, your Deskset displays an Extension Status screen, shown in Figure 14. The Extension Status screen notifies you that the other party may not be available to answer your call. When the Extension Status screen appears, you can choose to call the other Deskset anyway, or go directly to the Deskset's voicemail.

> **NOTE** The Extension Status screen applies to internal calls in Call Appearance mode only.

If the person you are calling is on an active call or is paging, the Extension Status reads **on a call**.

If the other extension has Do Not Disturb ON, the Extension Status reads **Busy**.
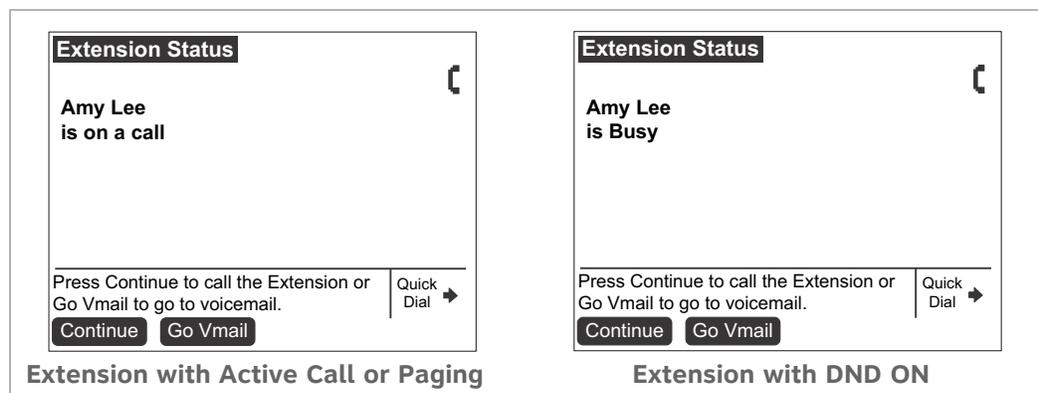
Figure 14. Extension Status Screens

When the Extension Status screen appears, you can press:

- **Continue** to call the other extension. Your incoming call appears on the other Deskset's screen.

- **Go Vmail** to go directly to the other extension's Personal Mailbox. If you leave a message, the other extension displays a New Message notification on the Deskset Idle screen.

- **CANCEL** or hang up using the handset or **SPEAKER** key to return your Deskset to the previous screen.

Making an Intercom Call

NOTE   Intercom Calls apply to Line Appearance mode only.

To make an internal (extension-to-extension) call, you must press the **INTERCOM** key as shown in *Figure 10 on page 17*. By default, key 5 is the Intercom key, but your system administrator can configure additional Intercom keys to give you more Intercom lines.

By default, your Deskset uses an outside line any time you go off hook by lifting the handset, pressing **SPEAKER**, or by some other method. However, your system administrator can configure your Deskset to use the Intercom line any time you go off hook.

To make an intercom call:

1. With the Deskset in Idle mode, go off hook by lifting the handset, pressing **SPEAKER**, or by some other method.

2. If necessary, press the **INTERCOM** key, and then dial the extension number.

```
12:30PM  Thu  Feb  25  2010
                                        Line 1

                                        Line 2

                                        Line 3

                                        Line 4

                                          [

                                    Quick  ➜
                                    Dial
    ExtList      Page
```
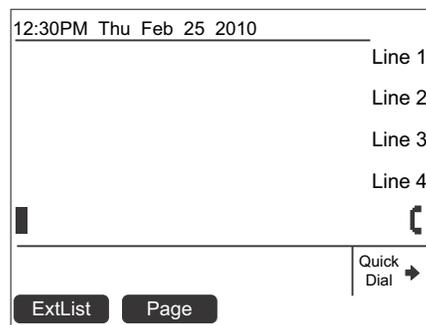
Instead of dialing after pressing the **INTERCOM** key, you can press **ExtList** , highlight the desired extension number, and then press **Call** or **SELECT** to dial the number.

3. When your Intercom call is answered, the active call screen appears.

```
12:30PM  Thu  Feb  25  2010
                                        Line 1

                                        Line 2

                                        Line 3

                                        Line 4
Graham Bell                  219    0:20 [

                                    Quick  ➜
                                    Dial
  HoldList     Conf      DND      Page
```
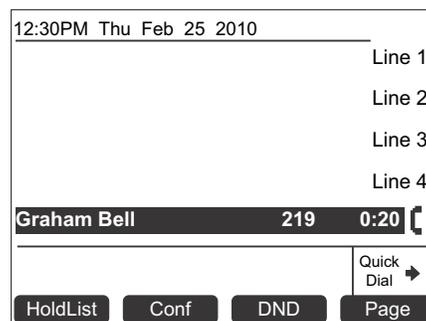
Calling a Restricted Number

> **ℹ NOTE** Call Restriction Settings apply to Call Appearance mode only.

Your system administrator can configure Call Restriction settings that may prohibit you from making calls to certain types of numbers—international long-distance numbers, for example.

Call Restriction settings are specific to each extension in the system. For example, your extension may have no call restrictions, but other users may be restricted to making only local calls from their Desksets.

You can always answer and transfer incoming calls from restricted numbers.

To call a restricted number, you must create a User Password on the User Settings menu or the WebUI. To create a User Password, see *"Setting and Changing Your Password" on page 122* or *"Basic Settings" on page 129*.

Calling Restricted Numbers on Your Extension

You cannot complete a call to a number that the system administrator has restricted for your Deskset. If you dial a restricted number and go off hook, a password screen appears. After you enter your extension number and password, the **Restricted Call** screen appears, as shown in Figure 15.

Restricted Call

Enter your Extension Number, followed by the Password:

*****

Use dial pad to enter Ext. + Password. Press SELECT when done.
Quick Dial ➜
Backspc

Press SELECT ➜

12:30PM Thu Feb 25 2010 ▼▲
Restricted Call.

Your settings prohibit you from calling this number

Press ▼ or ▲ to move highlight, then press SELECT.
Quick Dial ➜
ExtList ParkList Page
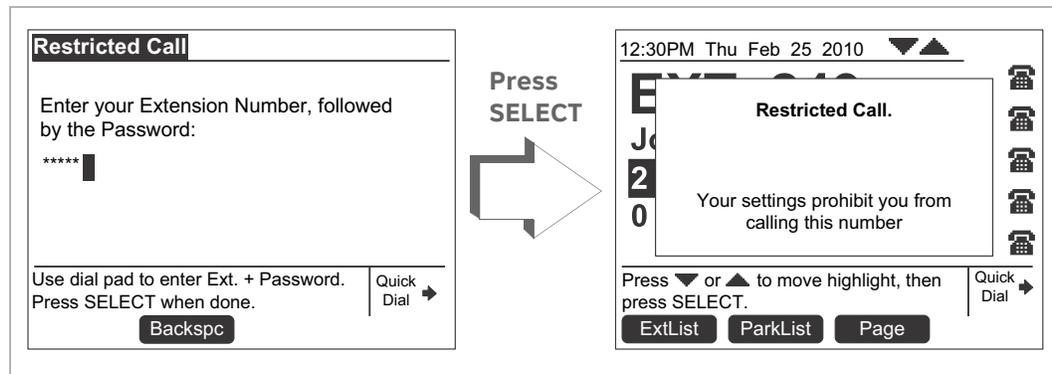
Figure 15. Restricted Call

You can press **CANCEL** or hang up to return to the Idle screen immediately.

Calling Restricted Numbers Using Another Extension

If you need to use someone else's Deskset to call a number that is restricted on that Deskset, you can enter your Extension number and User Password to complete the call.

To make a restricted call:

1. On a Synapse Deskset other than your own, dial the number as described in *"Predialing" on page 25* or *"Live Dialing" on page 26*.

   If the number is restricted on the Deskset, the **Restricted Call** screen appears as shown in Figure 15.

2. Enter your own extension number and user password.

   If the dialed number is not restricted for your extension number, the Deskset dials the number.

Making Calls with a Cordless Headset

If you have an optional AT&T DECT 6.0 cordless headset registered to your Deskset, you can make calls with the headset. Use the Deskset dial pad to dial the number.

To make a call with the cordless headset:

1. Press **ON/**ᴏꜰꜰ on the headset. The headset is active when you hear a dial tone.

2. Dial the extension or phone number on the Deskset.

3. Press ᴏɴ**/OFF** on the headset to end the call.

OR

1. Predial the extension or phone number on the Deskset.

2. Press **ON/**ᴏꜰꜰ on the headset to initiate dialing and transfer the audio to the headset.

3. Press ᴏɴ**/OFF** on the headset to end the call.

C H A P T E R

3

INCOMING CALLS

When a call comes in, the Deskset rings and the incoming call information appears as shown in *Figure 16 on page 33*. 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 Appearances or up to four Line Appearances on the screen. You can answer or ignore each call.

You can also answer calls with an optional 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 procedures in this chapter apply to both Call Appearance and Line Appearance mode, unless otherwise noted.

The following sections describe handling incoming calls:

- *"Incoming Call Screen" on page 33*
- *"Incoming Call Indication" on page 34*
- *"Answering a Call" on page 35*
- *"Ignoring a Call" on page 36*
- *"Call Screening" on page 37*
- *"Auto Answering" on page 38*
- *"Answering Calls in the Call Queue" on page 39.*

Incoming Call Screen

The incoming call and active call screens are shown in Figure 16.
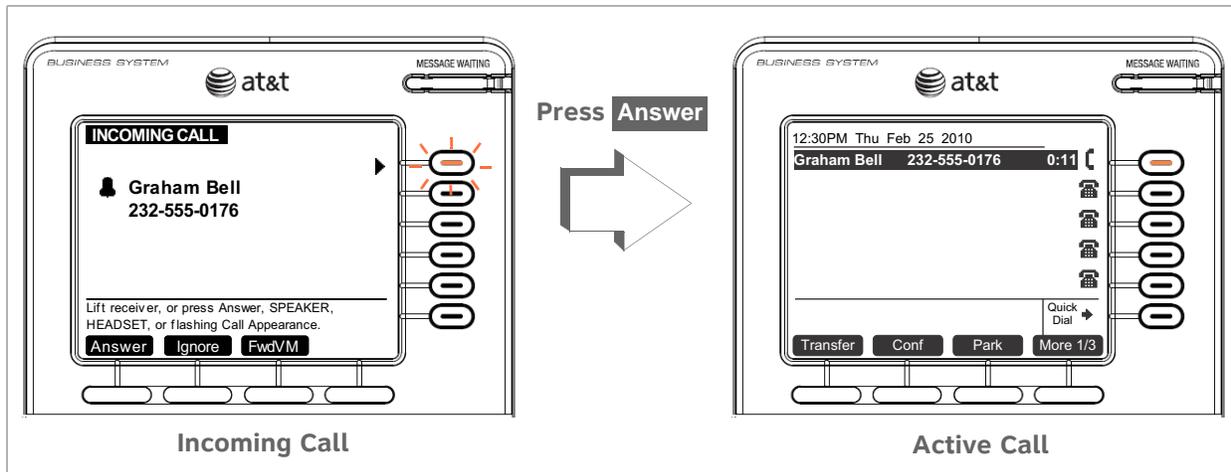
Figure 16. Incoming Call and Active Call

Table 10.   Incoming Call Screen Soft Keys

Key	Description
Answer	Answers incoming call.
Ignore	Silences ringer during incoming call.
FwdVM	**Call Appearance mode only—**Forwards incoming call to voicemail.

Incoming Call Indication

When there is an incoming call, the Deskset rings. See *"Sounds" on page 107*.

> **NOTE** Do Not Disturb and Audible Ring Delay both affect the onset of ringing. See *"Using Do Not Disturb (DND)" on page 125* and *"Sounds" on page 107*.

When there are no active or held calls, an incoming call screen appears, as shown in Figure 17.
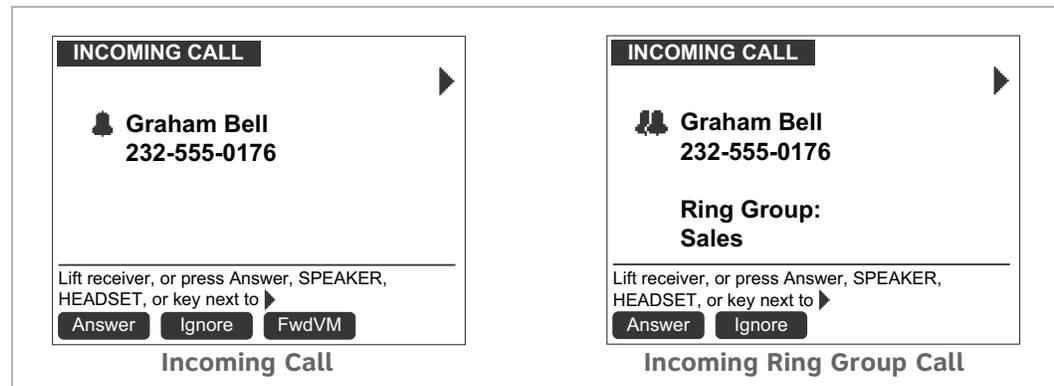
Figure 17. Incoming Call Screens

If your extension is part of a Ring Group, a group of extensions may ring all at once or in a sequence for the same call.

When there are active or held calls, or you are live dialing, an incoming call screen appears, as shown in Figure 18. The incoming call screen for a Ring Group call is also shown in Figure 18. There is a single, short beep. The incoming call is highlighted and a flashing bell icon appears next to the call information. (Graham Bell is the caller in these figures.) You cannot forward Incoming Ring Group Calls to voicemail.
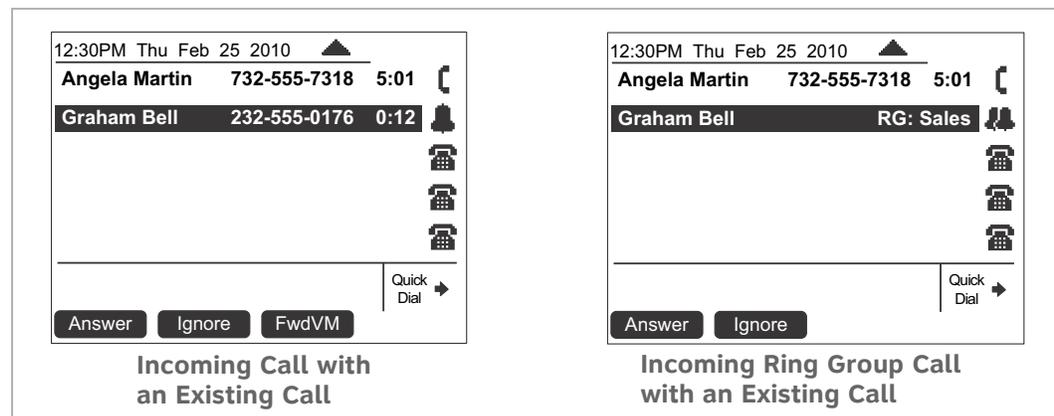
Figure 18. Multiple Incoming Call Screens

If your company has caller ID, the incoming call screen displays caller information. If the caller ID information is absent because it is unavailable, UNKNOWN NAME and UNKNOWN NUMBER display. If the caller chooses not to send the information, PRIVATE NAME and PRIVATE NUMBER display.

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.

Incoming Calls in Line Appearance Mode

Incoming calls appear as shown in Figure 17 and Figure 18, except that the **FwdVM** soft key and the navigation arrows (▼ and ▲) do not appear. To switch between active calls, press the Line Appearance key for the desired call.

If someone at another Deskset answers the call, your Deskset returns to Idle mode.

If your extension is part of a Ring Group, a group of extensions may ring all at once.

Answering a Call

To answer a call:

- Lift the corded handset.

- Press **Answer** to answer using the Preferred Audio Mode. See *"Preferred Audio" on page 108*.

- Press **SPEAKER** to use the speakerphone.

- Press **HEADSET** to use a cordless or corded headset. See *"Call Management Using a Headset" on page 53*.

- For multiple incoming calls, press **Answer** or press the corresponding Call Appearance or Line Appearance key to answer each call. You can also press **Ignore** to return the highlight to your active call.

The active call screen appears.
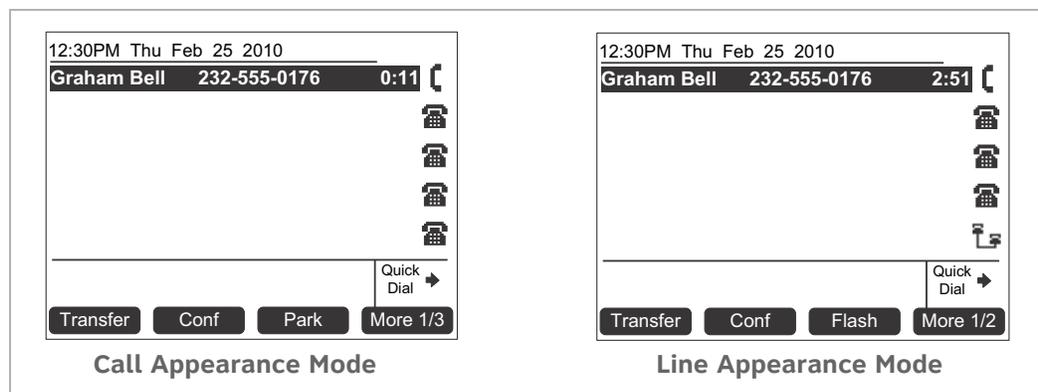
| Call Appearance Mode | Line Appearance Mode |

If you are listening to voicemail when a call comes in, press **Ignore** or (in Call Appearance mode) **FwdVM** to redirect the call and allow message playback to continue.

If Auto Answer is enabled, the call is automatically answered after the set time delay. See *"Auto Answering" on page 38*.

Ignoring a Call

You can ignore an incoming call by pressing Ignore to silence the ringer. The silenced ringer icon appears, as shown in Figure 19. If you are on an active or held call, after the ignored call has been forwarded, the highlight moves back to whatever call you were on before the incoming call.

```
12:30PM  Thu  Feb  25  2010      ▼
Graham Bell      232-555-0176      3:34    (
Angela Martin    732-555-7318      0:05

                                          ☎
                                          ☎
                                          ☎
                                   _____
                                   Quick  ➡
                                   Dial

  Answer                FwdVM
```
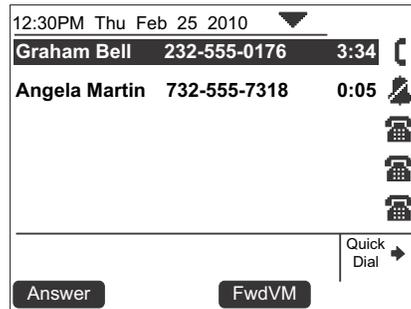
Figure 19. Ignored Call

- ■ Once a call is ignored:

  - ● The Ignore key is no longer available on the incoming call screen.

  - ● The Call Appearance or Line Appearance key LED continues to flash.

  - ● You can press the Answer key or the flashing Call Appearance key or Line Appearance key to answer the incoming call.

  - ● Going off hook does not answer the call, but starts a new call on the next available Call Appearance or Line Appearance.

> **NOTE** When the system is in Line Appearance mode, your system administrator can set your Deskset to ignore all incoming calls on selected lines. If your Deskset has one or more lines configured this way, your Deskset automatically ignores incoming calls on those lines. Your Deskset does not ring, and you can answer the call by pressing the Answer key or the flashing Line Appearance key.

Forwarding All Calls

> **NOTE** This feature applies to Call Appearance mode only.

You can forward all incoming calls to the destination that you specified in the User Settings. See *"Call Forward All and Call Forward–No Answer" on page 113*.

To forward all calls:

Press CallFwd when the telephone is idle. FWD ON appears in the upper right corner of the display.

- ■ Press CallFwd again to cancel forwarding all calls.

Call Screening

> **NOTE** This feature applies to Call Appearance mode only.

When an incoming call goes to voicemail, the Message icon (▬▬) indicates that recording is in progress. You can listen to the recording in progress 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:

If there is more than one active call, press ▽ or △ to highlight the call marked with the Message icon.

- Press Listen to listen to a message that is being recorded. The Listen soft key changes to Stop .

```
12:30PM Thu Feb 25 2010
Graham Bell            232-555-0176
                                    ☎
                                    ☎
                                    ☎
                                    ☎
                              Quick
                              Dial
Answer    Clear              Listen
```
Call Screening, Listen

Press Listen ⇨

```
12:30PM Thu Feb 25 2010
Graham Bell            232-555-0176
                                    ☎
                                    ☎
                                    ☎
                                    ☎
                              Quick
                              Dial
Answer    Clear               Stop
```
Call Screening, Stop
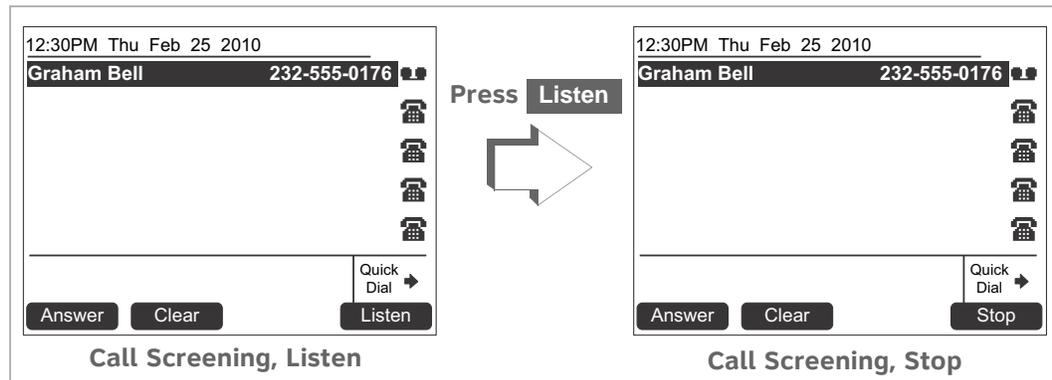
- Press Answer to interrupt the recording and talk to the caller.

- Press Clear to cancel call screening for this call and return to the previous Call Appearance or the previous screen.

- Press Stop to stop listening to the message being recorded.

> **NOTE** Call screening is not available on the optional cordless headset.

Auto Answering

You can set your Deskset to answer calls automatically, without your having to touch the phone to answer. See *"Automatic Answering" on page 115*. When you enable Auto Answer, ANS ON appears at the top of the Deskset screen if DND ON and FWD ON are not active, since Auto Answer is disabled if they are on.

In Line Appearance mode, you can enable Auto Answer for Intercom (extension to extension) calls only.

```
┌─────────────────────────────────────────────┐
│ 12:30PM  Thu  Feb  25  2010    ▼▲   ANS ON   │
│                                          ☎   │
│  EXT  249                                    │
│                                          ☎   │
│  John Smith                                  │
│  2 New Missed Calls                      ☎   │
│  5 New Messages                              │
│                                          ☎   │
│                                          ☎   │
│ Press ▼ or ▲ to move highlight, then  Quick  │
│ press SELECT.                         Dial ➡ │
│   DND      CallFwd     Page     More 1/2     │
└─────────────────────────────────────────────┘
```

To respond to an Auto Answered call:

In Idle mode, all incoming calls ring for the amount of time specified in the Auto Answer Delay. See *"Automatic Answering" on page 115*. After the last ring, a two-second notification screen appears, and you hear a warning tone. Talk after the tone.

```
┌─────────────────────────────────────────────┐
│ 12:30PM  Thu  Feb  25  2010                  │
│ Graham Bell    232-555-0176       0:01   (   │
│                                              │
│              Call Answered.              ☎   │
│                                              │
│                                          ☎   │
│                                          ☎   │
│           Speak after the tone.          ☎   │
│                                              │
│                                       Quick  │
│                                       Dial ➡ │
│  Transfer     Conf      Park     More 1/3    │
└─────────────────────────────────────────────┘
```
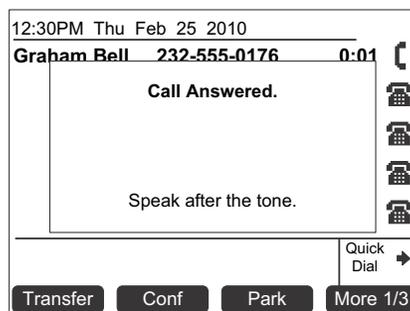
> **NOTE** If the Auto Answer Delay is set to zero, you hear no ring. Instead, the **Call Answered** screen appears and you hear the warning tone.

If you do not want the Deskset to automatically answer the call, you can press **IGNORE** to send the call to the Call Forward–No Answer target (see *"Call Forward All and Call Forward–No Answer" on page 113*). In Call Appearance mode, you can press FwdVM to send the call to voicemail immediately.

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.

Auto Answer does not apply to Ring Group calls. See *"Incoming Call Indication" on page 34*.

Answering Direct Intercom Calls

> **NOTE** This feature applies to Call Appearance mode only.

Direct Intercom is an automatic-answering feature that your system administrator can set for your Deskset. When Direct Intercom is enabled, **INT ON** appears at the top of the Deskset screen. Your Deskset will auto answer internal calls from certain extensions or all extensions, depending on how your system administrator has set Direct Intercom. The system administrator can also enable the Deskset to auto answer all external calls.

Your Deskset responds to Direct Intercom calls the same way it does to Auto Answered calls. For more information, see *"Auto Answering" on page 38*.

Once Direct Intercom is enabled, you cannot override the feature with the Deskset Auto Answer feature. See your system administrator if you need to disable or change Direct Intercom settings.

Answering Calls in the Call Queue

> **NOTE** This feature applies to Call Appearance mode only.

Your system administrator may have set up your Deskset as a Call Queue Agent. The key in the bottom right corner will have a **Call Queue** label. Incoming calls are directed to your Deskset and all other assigned Call Queue Agents.
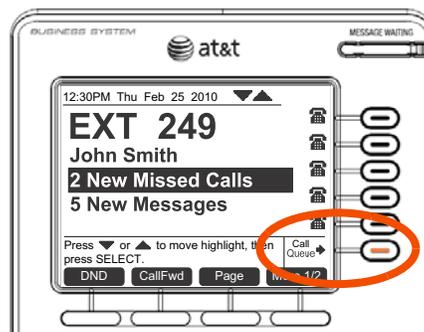
Answering Calls from Idle Mode

When your Deskset is idle, incoming Call Queue calls ring at your extension and at all other idle Call Queue extensions.

To answer a call in the Call Queue:

You can answer these calls as described in *"Answering a Call" on page 35*.

If no one answers an incoming call from the Call Queue, it rings indefinitely. Call Forward–No Answer rules (see *"Call Forward All and Call Forward–No Answer" on page 113*) do not apply to calls that are directed to Call Queue extensions.

> **NOTE** Your system administrator can configure a wrap-up time, which defines a period during which your Deskset will not ring for another queued call after you complete a Call Queue call.
>
> Depending on how your system is set up, calls from the Call Queue may ring at your Deskset while you are on a call that isn't from the Call Queue.

Viewing the Queued Calls List

When all Call Queue Agents are busy, incoming calls are held in the Call Queue. The Call Queue key LED flashes orange slowly when calls are waiting in the Call Queue. You can view and answer queued calls from the **Queued Calls** list. For more information, see *"Accessing the Queued Calls List" on page 55*.

Queued Calls	▼ 1/10 ▲	
Graham Bell	232-555-0176	3:01
Charlie Johnson	212-555-0154	2:58
Mary Williams	706-555-0162	2:47
Linda Miller	317-555-0129	2:32
ABC Accountants	305-555-0134	1:44
Unknown Caller	443-555-0625	1:24
Milford Taxi	732-555-7318	0:35

Use ▼ or ▲ to scroll, then press Retrieve to answer the call.   Call Queue ➜

Retrieve

CALL MANAGEMENT

This chapter describes the call management features of the Deskset. The Deskset enables you to put calls on hold, transfer calls, park calls, and create conference calls.

Call management features and procedures differ depending on whether your system is in Call Appearance or Line Appearance mode. This chapter describes the differences between the two modes.

Call Management

The Deskset call management functions begin with the active call screen shown in Figure 20.

12:30PM Thu Feb 25 2010		12:30PM Thu Feb 25 2010
Graham Bell 232-555-0176 0:11		**Graham Bell 232-555-0176 2:51**

	Quick Dial →			Quick Dial →
Transfer Conf Park More 1/3			Transfer Conf Flash More 1/2	
Call Appearance Mode			**Line Appearance Mode**	
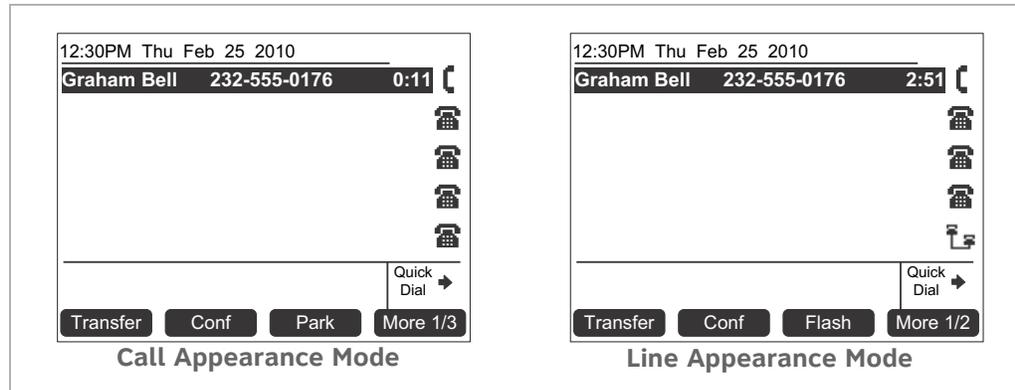
Figure 20. Active Call Screen

Table 11.   Active Call Screen Description

Key	Description	Key	Description
Transfer	Begins transfer of a call.	**Conf**	Begins a conference call.
Park	**Call Appearance mode only—** Parks an external call.	**More**	Moves to the next set of soft keys. **More 1/3** indicates that you are on page one of three.
Flash	**External calls in Line Appearance mode only—** Simulates a hook flash, which signals your telephone service provider to activate a feature.	**CallFwd**	**Call Appearance mode only—** Turns Call Forward on or off.
DND	Turns Do Not Disturb on or off.	**ParkList**	**Call Appearance mode only—** Accesses Park list.
Page	Pages all extensions.	**HoldList**	**Line Appearance mode only—** Access the Held Calls list.

Putting a Call on Hold in Call Appearance Mode

To hold calls and manage held calls:

1. When you are on an active call, press **HOLD**.

    ■ The Held Call Appearance icon ⌣ appears next to the highlighted call.
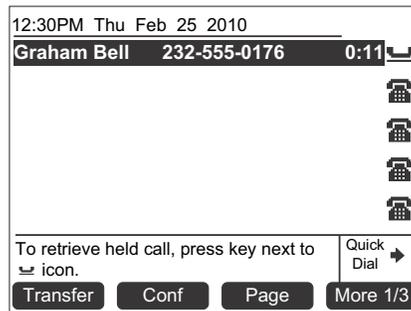
```
┌─────────────────────────────────────┐
│ 12:30PM  Thu  Feb  25  2010          │
│ Graham Bell     232-555-0176   0:11⌣ │
│                                   ☎  │
│                                   ☎  │
│                                   ☎  │
│                                   ☎  │
│ To retrieve held call, press key next to │ Quick │
│ ⌣ icon.                              │ Dial ➜│
│ Transfer    Conf      Page    More 1/3 │
└─────────────────────────────────────┘
```

    ■ After the call has been on hold for a delay period set by your system
       administrator (the default setting is three minutes), the Deskset reminds you with
       a brief ring every 30 seconds.

    ■ When a call is on hold, you can use the Deskset Menu to access other functions.

    ■ When a call is on hold, you can also press any soft key to perform that action.

2. To take the call off hold, highlight the call and press **SELECT**, or press the associated
    Call Appearance key.

> **ℹ 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 hold.

Putting a Call on Hold in Line Appearance Mode

In Line Appearance mode, all Desksets that share assigned lines can view held calls and take calls off hold.

To hold calls and manage held calls:

1. When you are on an active call, press **HOLD**.

   The Held Call icon ⌁ appears and the Line Appearance LED flashes slowly.

   ```
   12:30PM  Thu  Feb  25  2010
   Graham Bell    232-555-0176        2:51  ⌁
                                            ☎
                                            ☎
                                            ☎
                                            📞

                                      Quick
                                      Dial  ➡
    HoldList                DND        Page
   ```
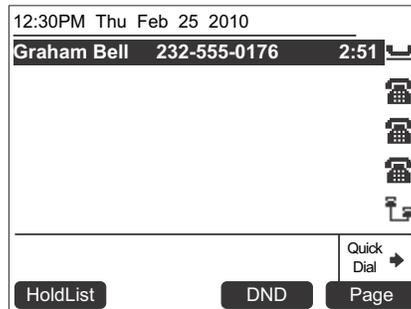
   - On other Desksets that are assigned that line, the Line Appearance LED flashes slowly. Someone at any other Deskset assigned that line can press the flashing Line Appearance key to take the call off hold, making it an active call on their Deskset.

   - All Desksets, including those that are not assigned that line, can view and take your call off hold from the Held Calls list. See *"Accessing the Held Calls List" on page 66*.

   - When you put an Intercom call on hold, only you can take the call off hold.

   - When a call is on hold, you can use the Deskset Menu to access other functions.

   - After the call has been on hold for a delay period set by your system administrator (the default setting is three minutes), the Deskset rings to remind you that the call is still on hold.

2. To take the call off hold, press **SELECT** or press the Line Appearance key for that call.

Transferring a Call in Call Appearance Mode

You can transfer an active or a held call to:

- an internal extension or external number

- an extension's voicemail, Group Mailbox (if available), or your Personal Mailbox

- an Auto Attendant

- a Call Queue or Ring Group (if available).

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 external number only if this function has been enabled by your system administrator. The call transfer function is enabled by default.

To transfer a call:

1. Press **Transfer** from the active call screen. The call is automatically put on hold and the Transfer Setup screen appears.

12:30PM Thu Feb 25 2010		12:30PM Thu Feb 25 2010
Graham Bell 232-555-0176 0:11	Press **Transfer**	**232-555-0176 Awaiting Transfer**
Quick Dial →		Make a call, retrieve a call, or choose transfer destination from a list. Quick Dial →
Transfer	Conf	Park	More 1/3		ExtList	Vmail	ParkList	More 1/2
Active Call		**Transfer Setup**
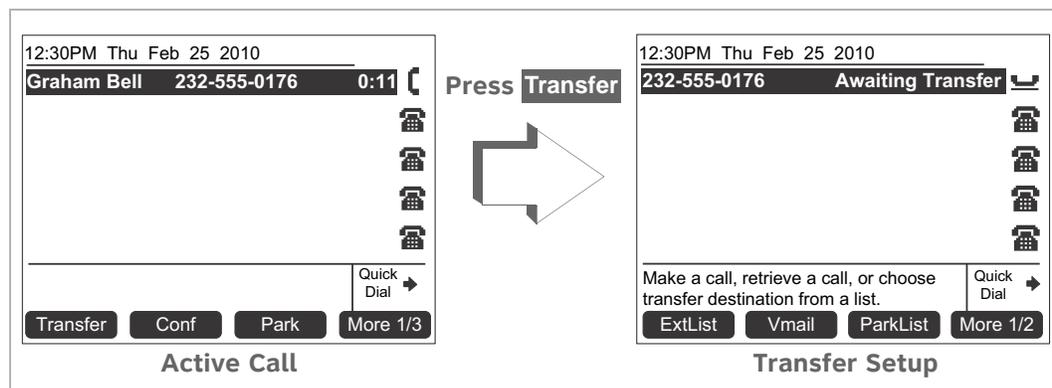
2. Select a transfer target. You can:

- dial an external number (as shown below) or an extension, or make a call from a list by pressing **ExtList** or **ParkList** .

12:30PM Thu Feb 25 2010
232-555-0176   Awaiting Transfer
2325557 →
To call, lift receiver, or press SPEAKER, HEADSET, or key next to → icon.   Quick Dial →
Store	Backspc	Call	Pause
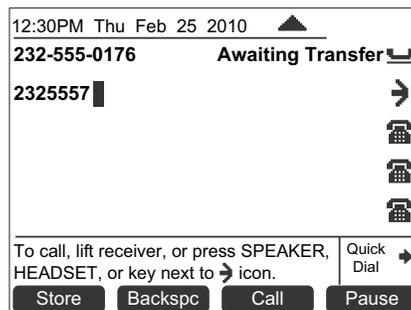
When the new call is established, you can speak to the person to whom you are transferring the call and announce the transfer. If you decide not to complete the transfer, you can cancel the Transfer Setup screen on the first call by pressing **CANCEL**. The first call remains on hold.

■   transfer the call directly to voicemail by pressing   **VMail**   . The **Transfer to Voicemail** screen appears, on which you can press:

●   **VMList** to select an extension's Personal Mailbox

●   **MBList** to select a Group Mailbox (if available)

●   **Personal** to transfer the call to your Personal mailbox.

> **Transfer to Voicemail**
>
> **Select a transfer destination.**
>
> _____
> Choose from a list of mailboxes or transfer to your Personal mailbox.
> [VMList]   [MBList]   [Personal]

■   press **Page 1/2** to view the next set of transfer options, which includes:

●   **AutoAtt** to select an Auto Attendant to which to transfer the call.

●   **Call Q** to select a Call Queue (if available) to which to transfer the call. All available phones in the selected Call Queue ring immediately.

●   **RingGrp** to select a Ring Group (if available) to which to transfer the call.

3. To complete the transfer, press   **Xfer?**   .
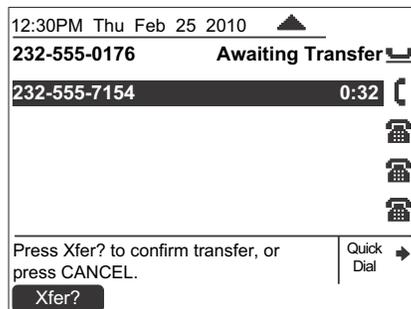
> 12:30PM Thu Feb 25 2010
> **232-555-0176**   **Awaiting Transfer**
> **232-555-7154**   **0:32**
>
> Press Xfer? to confirm transfer, or   Quick
> press CANCEL.   Dial
> [Xfer?]

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

Transferring a call to a busy extension

If you try to transfer a call to an extension in your office that is on an active call or is paging, the Extension Status screen reads **on a call**, as shown in Figure 21.

If the other extension has Do Not Disturb ON, the Extension Status screen reads **Busy**, as shown in Figure 21.

Extension Status	Extension Status
Amy Lee is on a call	**Amy Lee is Busy**
Press Xfer VM to transfer waiting party to Extension's voicemail. Quick Dial →	Press Xfer VM to transfer waiting party to Extension's voicemail. Quick Dial →
Continue Xfer VM	Continue Xfer VM
Extension with Active Call or Paging	**Extension with DND ON**
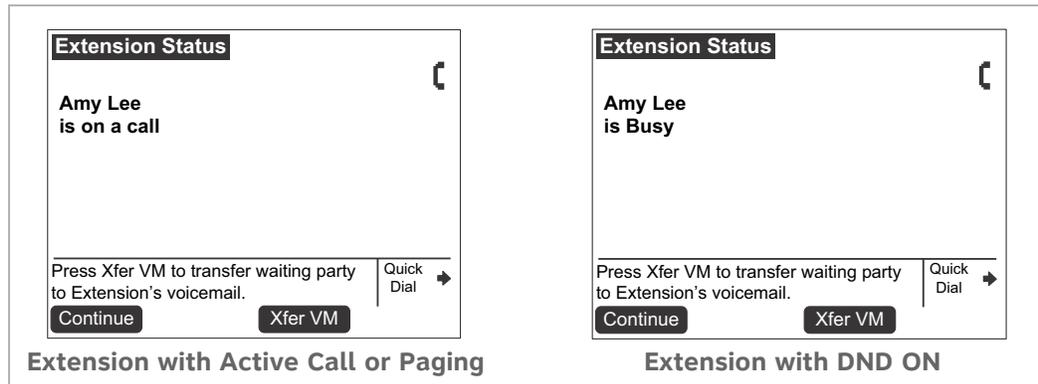
Figure 21. Extension Status Screens

You can press:

- Continue to call the other extension. Your incoming call appears on the other Deskset's screen, and the other party can answer your call if they wish.

- Xfer VM to transfer the waiting party directly to the other extension's Personal Mailbox.

Transferring a Call in Line Appearance Mode

You can transfer an active call to:

- an internal extension

- an external number, if this function has been enabled by your system administrator

- another extension's voicemail, Group Mailbox, or your Personal mailbox

- an Auto Attendant.

To transfer a call:

1. Press `Transfer` from the active call screen. The call is automatically put on hold and the Transfer Setup screen appears.

```
12:30PM  Thu  Feb  25  2010
232-555-0176   Awaiting Transfer



Make a call, retrieve a call, or choose    Quick
transfer destination from a list.          Dial
   ExtList       Vmail      HoldList     AutoAtt
```
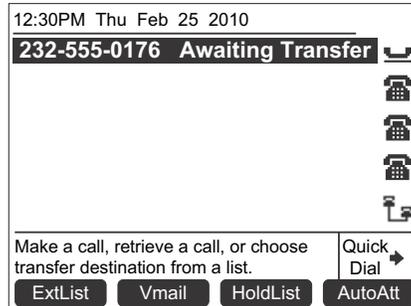
2. Select a transfer target. You can:

   ■ press the Intercom key and dial an extension number.

   ■ press an available Line key and dial an external number. Depending on your system configuration, transferring calls to an outside line may be disabled.

   ■ call a number from a list. For example, press `ExtList` and select an extension to call.

   ■ take a held call off hold or press `HoldList` to retrieve a held call.

   ■ transfer the call directly to voicemail by pressing `Vmail`. The **Transfer to Voicemail** screen appears, on which you can press:

      ● `VMList` to select an extension's Personal Mailbox.

      ● `MBList` to select a Group Mailbox (if available).

      ● `Personal` to transfer the call to your Personal mailbox.

```
Transfer to Voicemail


         Select  a  transfer
         destination.




Choose from a list of mailboxes or transfer to
your Personal mailbox.
   VMList      MBList     Personal
```
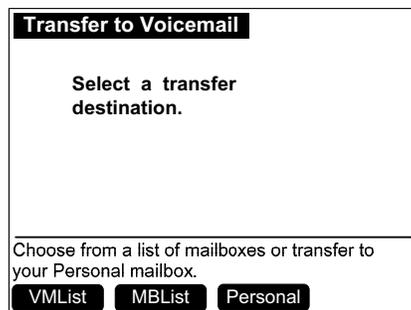
   ■ Press `AutoAtt` to select an Auto Attendant to which to transfer the call.

3. When the new call is established, you are ready to transfer the first call. You can:

   ■ speak to the person to whom you are transferring the call and announce the transfer.

   ■ cancel the Transfer Setup screen on the first call by pressing **CANCEL**. The call remains on hold.

4. To complete the transfer, press `Xfer?`. A **Call Transferred** screen appears for two seconds. When the transfer is complete, the screen returns to Idle mode.

Making a Conference Call

You can set up a conference call with yourself and two telephone numbers (either internal, external, or with both). The pictures below show Call Appearance mode, but the procedure is the same in Line Appearance mode.

To make a conference call:

1. Press **Conf** from an active call screen. The call is put on hold and the Conference Setup screen appears.

12:30PM Thu Feb 25 2010		12:30PM Thu Feb 25 2010
Graham Bell 232-555-0176 0:11	**Press Conf**	232-555-0176 Waiting to Join
Quick Dial		Call 2nd number or retrieve held or parked call. Quick Dial
Transfer Conf Park More 1/3		ExtList ParkList
Active Call		**Waiting to Join Conference**
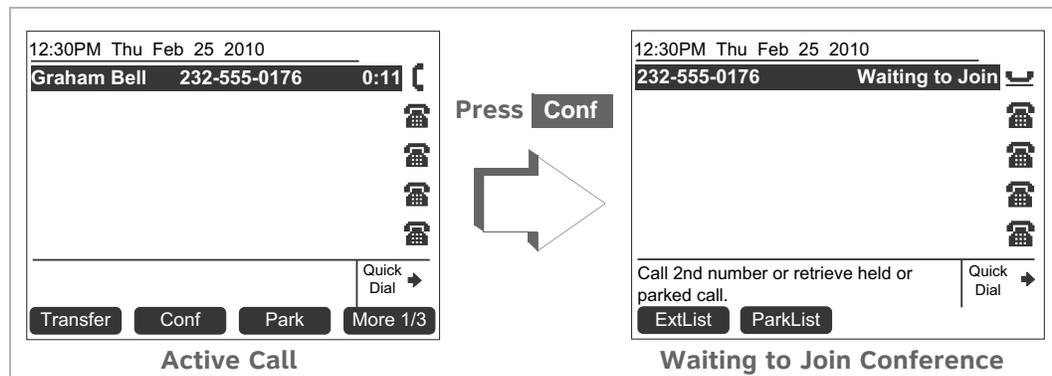
2. Establish a second call. You can dial the second call normally, or you can select a held call and take it off hold, or you can start the second call from a list. See *"Accessing Items in Lists" on page 54*.

   When the second call has been established, the **Join?** soft key appears.

```
12:30PM Thu Feb 25 2010
232-555-0176                    Waiting to Join
232-555-7154                              0:32



Press Join? to start conference with      Quick
this call or press CANCEL.                Dial
  Join?
```
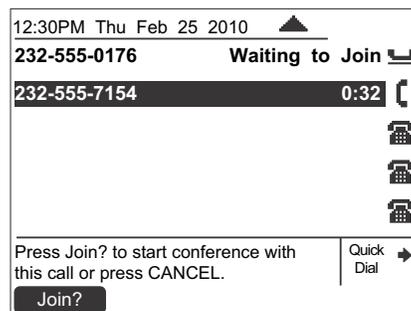
3. To join the calls, press **Join?** .

   Your extension is now in conference with the other two phone numbers.

```
12:30PM Thu Feb 25 2010
232-555-0176                    Conference Call
232-555-7154                    Conference Call



                                          Quick
                                          Dial
EndConf      Drop      Page
```
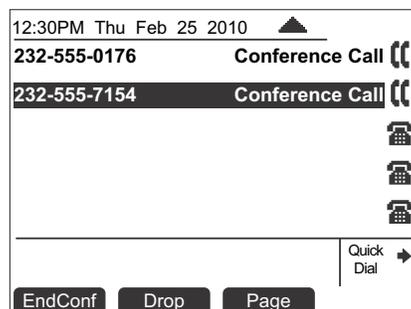
If you hang up while on the conference, the conference ends. If you make or answer another call, the conference continues without you. You can rejoin by pressing a corresponding Call Appearance or Line Appearance key.

Putting a Conference on Hold

The pictures below show Call Appearance mode, but the procedure is the same in Line Appearance mode.

To put a conference on hold:

1. Press **HOLD**.

   The other callers can continue communicating with each other. The icon indicates the conference is on hold.

```
12:30PM  Thu  Feb  25  2010    ▲
232-555-0176              Conference Call
232-555-7154              Conference Call
                                    ☎
                                    ☎
                                    ☎
To retrieve held conference, press key    Quick  ➡
next to either conference call.           Dial
            Drop          Page
```
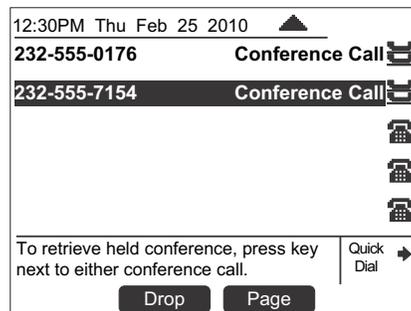
ℹ️ **NOTE**   **Conf** is unavailable during an active call if you have another conference on hold.

A conference is automatically put on hold when you:

■ Press an available Call Appearance or Line Appearance key to start a new call.

■ Answer an incoming call.

To take a conference call off hold:

1. Press a corresponding Call Appearance or Line Appearance key.

Ending a Conference

To end a conference:

From the Conference screen, you can press:

- **EndConf** to end the conference. Both calls hang up and your Deskset returns to the Idle screen or the Call Appearance or Line Appearance you were on before the conference call.

- **Drop** to end the highlighted call. The other call remains active.

```
12:30PM  Thu  Feb  25  2010      ▲
232-555-0176              Conference Call (((
232-555-7154              Conference Call (((
                                        ☎
                                        ☎
                                        ☎
                                   Quick  ➜
                                   Dial
   EndConf      Drop       Page
```
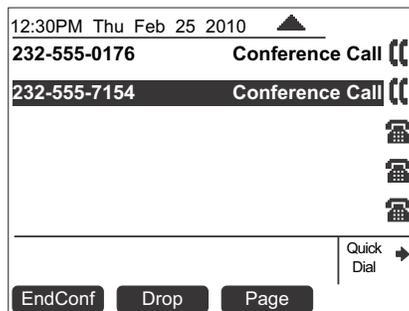
Parking a Call

> **NOTE** This feature applies to Call Appearance mode only.

Parking a call is similar to putting a call on Hold, but any extension on the system can retrieve a parked call. You can park external calls only.

To park a call:

1. Press △ or ▽ to highlight the external call you want to park.

2. Press **Park** . If necessary, press a **More** soft key to display the **Park** soft key.

```
12:30PM  Thu  Feb  25  2010
Graham Bell      232-555-0176        0:11  (
                                        ☎
                                        ☎
                                        ☎
                                        ☎
                                   Quick  ➜
                                   Dial
  Transfer     Conf       Park     More 1/3
```
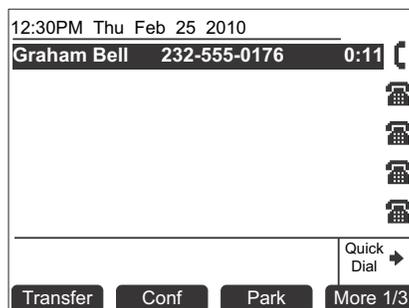
A notification screen appears for five seconds, and then the Idle screen appears.

```
12:30PM  Thu  Feb  25  2010    ▼▲
┌────────────────────────────┐  ☎
E             Graham Bell       ☎
J           232-555-0176        ☎
2                               ☎
0       Call Parked on Extension 101.
        Press ParkList to retrieve call.  ☎
└────────────────────────────┘
Press ▼ or ▲ to move highlight, then    Quick ➤
press SELECT.                            Dial
  DND      CallFwd      Page     More 1/2
```
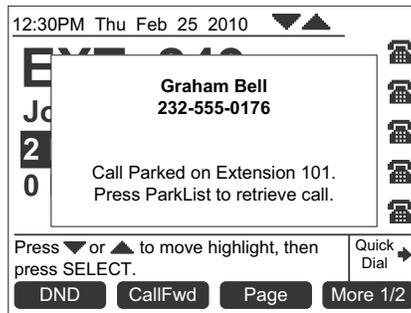
If no one retrieves the parked call after a time delay set by your system administrator (the default setting is three minutes), your Deskset rings and the parked call appears. To answer the call, press Answer .

Retrieving a Parked Call

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

To retrieve a parked call:

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

OR

1. Press the   More   soft key until the ParkList soft key appears.

2. Press ParkList to display the **Parked Calls** list.
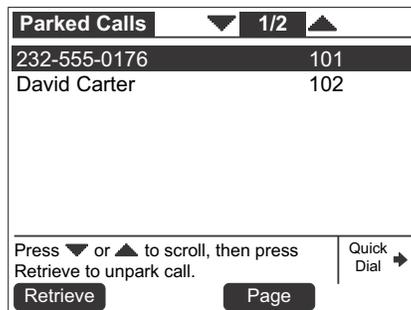
```
┌────────────────────────────┐
│ Parked Calls    ▼  1/2  ▲  │
├────────────────────────────┤
│ 232-555-0176          101  │
│ David Carter          102  │
│                            │
│                            │
│                            │
│ Press ▼ or ▲ to scroll, then press  Quick ➤
│ Retrieve to unpark call.            Dial
│  Retrieve            Page           │
└────────────────────────────┘
```

3. Press △ or ▽ to highlight the desired entry.

4. Press Retrieve to retrieve the parked call. The active call screen appears.

```
┌────────────────────────────┐
│ 12:30PM  Thu  Feb  25  2010 │
│ Graham Bell   232-555-0176  0:11  ☾
│                              ☎
│                              ☎
│                              ☎
│                              ☎
│                         Quick ➤
│                         Dial
│  Transfer   Conf    Park   More 1/3
└────────────────────────────┘
```
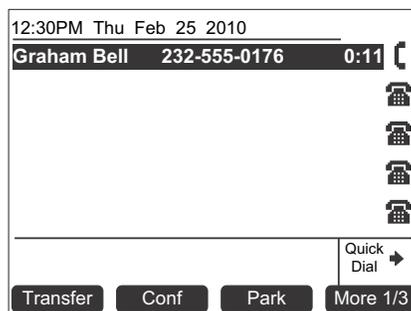
Call Management Using a Headset

You can use an AT&T DECT 6.0 cordless headset (shown in Figure 22) or a corded headset with the Deskset. To register a cordless headset to your Synapse Deskset, see *"To register the AT&T cordless headset:" on page 119*.

Figure 22. AT&T DECT 6.0 Cordless Headset

> **NOTE** To learn more about compatible AT&T DECT 6.0 cordless headsets, 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:

- From Idle mode or during a call using the corded handset or speakerphone, press **HEADSET**.
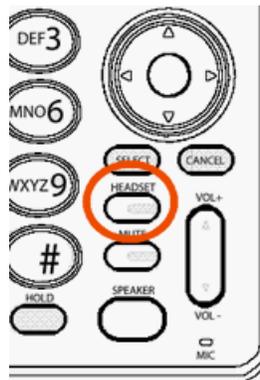
If you have a headset connected to the jack on the back of the Deskset, that headset becomes active.

If you have an AT&T cordless headset registered to the Deskset, the cordless headset becomes active.

- To send audio from the headset to the Deskset speakerphone, press **SPEAKER**.

- To send audio from the headset to the corded handset, lift the handset. If the handset is already off hook, press **HEADSET** to send audio to the handset. While the handset is off hook, you can press **HEADSET** again to return audio to the headset.

ACCESSING ITEMS IN LISTS

The Deskset has lists of phone numbers that are used for making calls and for call management. Some of the lists, like Voicemail, 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 may provide access to the following lists:

- **Queued Calls List**—See *"Accessing the Queued Calls List" on page 55*
- **Park List**—See *"Accessing the Park List" on page 56*
- **Directory List**—See Chapter 6, *"Directory" on page 67*
- **Voicemail List**—See Chapter 7, *"Voicemail" on page 75*
- **Call Log**—See Chapter 8, *"Call Log" on page 93*
- **Extension List**—See *"Accessing the Extension List" on page 59*
- **Quick Dial**—See *"Accessing the Quick-Dial List" on page 60*
- **Redial List**—See *"Accessing the Redial List" on page 63*
- **Held Calls List**—See *"Accessing the Held Calls List" on page 66*.

Accessing the Queued Calls List

> **ℹ NOTE** This feature applies to Call Appearance mode only.

The system administrator can configure the system to forward incoming calls to the Call Queue. The **Queued Calls** list contains unanswered calls. If the system administrator has assigned your extension to the Call Queue, queued calls ring at your extension when your extension becomes idle. You can also view and answer queued calls by accessing the **Queued Calls** list.

Your system administrator may have set up your Deskset screen to show the **Call Queue** key in the bottom right corner. The Call Queue key LED flashes orange slowly when there are calls waiting in the Call Queue, as shown in Figure 23.

Figure 23. Call Queue Key

To access the Queued Calls list:

1. Press the **Call Queue** key. The **Queued Calls** list appears.

The oldest queued call is at the top of the list.

2. Press ▽ or △ to highlight the desired entry.

3. Press **Retrieve** or **SELECT** to answer the queued call.

You can press **CANCEL** at any time to exit the **Queued Calls** list.

Accessing the Park List

🛈 This feature applies to Call Appearance mode only.
NOTE

Use the **Parked Calls** screen to access parked calls from any extension. See *"Parking a Call" on page 51*.

To access an entry in the Park list:

1. Press **More** until the **ParkList** soft key appears.

2. Press **ParkList** . The **Parked Calls** list appears.
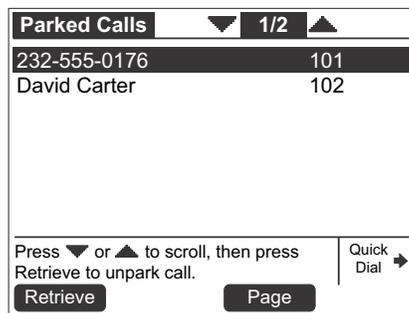
```
┌────────────────────────────────────┐
│ Parked Calls        ▼   1/2   ▲     │
├────────────────────────────────────┤
│ 232-555-0176                 101    │
│ David Carter                 102    │
│                                     │
│                                     │
│                                     │
│                                     │
│ Press ▼ or ▲ to scroll, then press │ Quick │
│ Retrieve to unpark call.            │ Dial ➜│
│  Retrieve              Page         │
└────────────────────────────────────┘
```

3. Press △ or ▽ to highlight the desired entry.

4. Press **Retrieve** to retrieve the parked call. The active call screen appears.

```
┌────────────────────────────────────┐
│ 12:30PM  Thu  Feb  25  2010         │
│ Graham Bell    232-555-0176   0:11 ☏│
│                                   ☎ │
│                                   ☎ │
│                                   ☎ │
│                                   ☎ │
│                             Quick   │
│                             Dial ➜  │
│  Transfer    Conf    Park   More 1/3│
└────────────────────────────────────┘
```
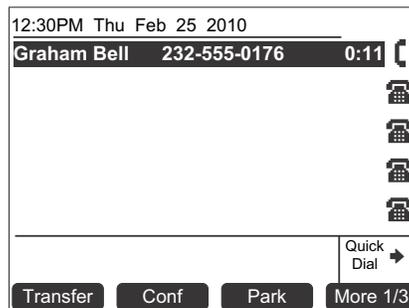
Accessing Voicemail

For more information about voicemail, see *"Voicemail" on page 75*.

To access your voicemail:

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

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

    > **(i) 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.

    The screen that appears depends on your system configuration.

    If you do not have voicemail distribution enabled or access to a Group Mailbox, the **Messages** list appears.

    ```
    ┌─────────────────────────────────────────┐
    │ Messages          ▼   1/3  ▲            │
    │ Graham Bell         !▮▮    10:17a       │
    │ ◀232-555-0176▶              Feb 25       │
    │ Private             !▮▮     8:05a       │
    │ Mary Williams       !▮▮    Feb 14       │
    │                                          │
    │                                          │
    │ Press ▼ for next or ▲ for previous │Quick▸│
    │ message.                           │Dial  │
    │  Play      DelMsg     Call    More 1/3  │
    └─────────────────────────────────────────┘
    ```

    If you have enabled voicemail distribution (see *"Voicemail Distribution" on page 134*), the **Leave New Message or Listen** screen appears.

    ```
    ┌─────────────────────────────────────────┐
    │ Messages                                │
    │                                          │
    │     Do you wish to leave a new          │
    │     message or listen to your           │
    │     messages ?                          │
    │                                          │
    │                                          │
    │ Press LvMsg to record a new message,│Quick▸│
    │ or Listen to review your messages.  │Dial  │
    │  LvMsg     Listen                       │
    └─────────────────────────────────────────┘
    ```

    - Press **Lv Msg** to create a message to send to a voicemail distribution list. See *"Sending a New Message to a Distribution List" on page 86*.

    - Press **Listen** to view the Mailbox list (if you have Group Mailboxes), or the **Messages** list.

If your system administrator has assigned a Group Mailbox to you, a list of your Personal Mailbox and Group Mailboxes appears.

```
┌─────────────────────────────────────────────┐
│ Messages                    ▼▲               │
│ [1 New,  6 Old]  Personal                    │
│ [1 New,  12 Old]  Sales                       │
│                                              │
│                                              │
│                                              │
│                                              │
│ Press ▼ or ▲ to move highlight, then  Quick │
│ press SELECT.                         Dial ➤ │
└─────────────────────────────────────────────┘
```

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

    b.   Press **SELECT**. The **Messages** list appears.

2.   Press ▽ or △ until you highlight the desired **Messages** entry.

    See for more information about Group Mailboxes.

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

About the Extension List

You can access the Extension list illustrated in Figure 24 from Idle, Live Dialing, Transfer, and Conference Setup modes.
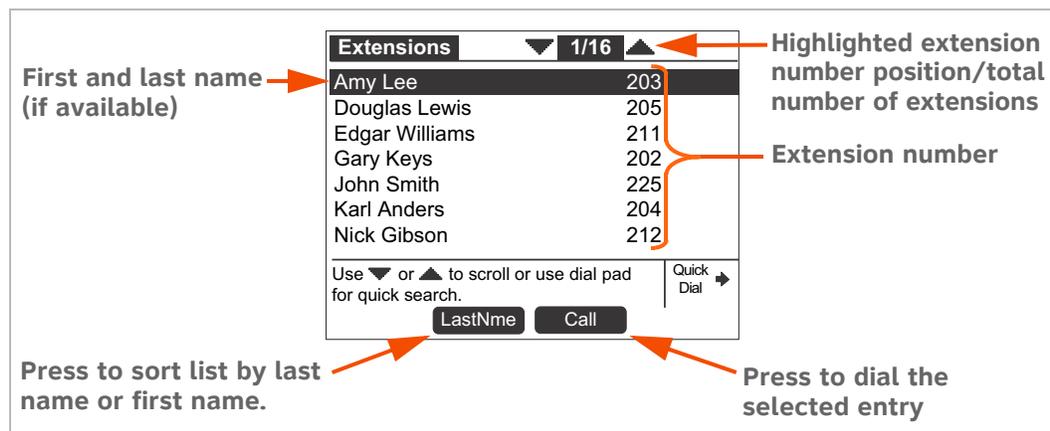
Figure 24. Extension List Functions

Accessing the Extension List

You can access the Extension list as part of the Directory when the phone is idle. See *"Using the Directory" on page 68*. When you go off-hook, you can access the Extension list using the ExtList soft key that appears.

To access the Extension list:

1. **Call Appearance mode:** From the Idle screen, press More 1/2 and then press ExtList .

   Line Appearance mode: From the Idle screen, press ExtList .

   OR

   When dialing live (off hook), press ExtList .

   The **Extensions** list appears.

```
┌────────────────────────────────────────┐
│ Extensions         ▼  1/16  ▲          │
├────────────────────────────────────────┤
│ Amy Lee                    203          │
│ Douglas Lewis              205          │
│ Edgar Williams             211          │
│ Gary Keys                  202          │
│ John Smith                 225          │
│ Karl Anders                204          │
│ Nick Gibson                212          │
├────────────────────────────────────────┤
│ Use ▼ or ▲ to scroll or use dial pad │Quick│
│ for quick search.                    │Dial →│
│          LastNme      Call             │
└────────────────────────────────────────┘
```

2. Press ▽ or △ until you highlight the desired entry.

   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 Call to call the highlighted extension.

   > **NOTE**
   > You can also access the Extension list from the following:
   >
   > - **Transfer**—See *"Transferring a Call in Call Appearance Mode" on page 45*.
   >
   > - **Conference Setup**—See *"Making a Conference Call" on page 49*.

Accessing the Quick-Dial List

The quick-dial list provides up to six entries for frequently called numbers.

To access and dial quick-dial numbers:

1. Press the button to the right of ^{Quick}Dial ➡.

```
┌─────────────────────────────────────────┐
│ 12:30PM  Thu  Feb  25  2010   ▼▲      ☎ │
│                                          │
│  EXT  249                             ☎ │
│                                          │
│  John Smith                           ☎ │
│  2 New Missed Calls                   ☎ │
│  5 New Messages                          │
│                                          │
│  Press ▼ or ▲ to move highlight, then  │
│  press SELECT.              Quick ➡     │
│                             Dial        │
│   DND      CallFwd     Page    More 1/2 │
└─────────────────────────────────────────┘
```
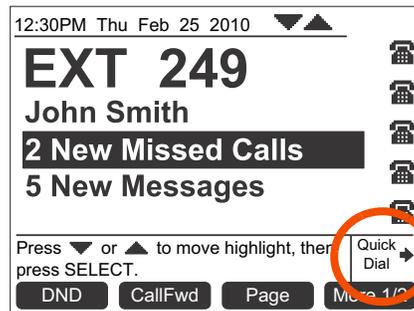
Quick-dial labels appear.

```
┌─────────────────────────────────────────┐
│ 12:30PM  Thu  Feb  25  2010   ▼▲         │
│                              ┌────────┐  │
│  EXT  249                    │  Kate  │  │
│                              └────────┘  │
│  John Smith                  ┌────────┐  │
│                              │ Enrico │  │
│  2 New Missed Calls          └────────┘  │
│                              ┌────────┐  │
│  5 New Messages              │  Doug  │  │
│                              └────────┘  │
│                              ┌────────┐  │
│  Press key next to name to call│<Empty>│  │
│  the quick dial number.      └────────┘  │
│                              ┌────────┐  │
│                              │ Titan  │  │
│                              └────────┘  │
│                              ┌────────┐  │
│      Edit List               │<Empty> │Back│
│                              └────────┘  │
└─────────────────────────────────────────┘
```
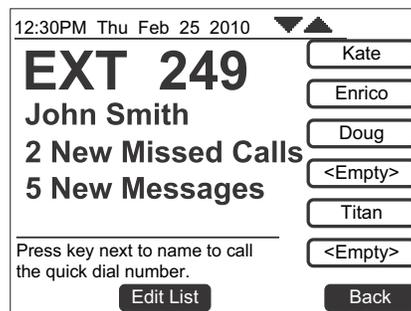
2. Press a quick-dial button to the right of a label to dial that number.

Editing Quick Dial Entries

After you access a quick-dial entry, you can add and edit quick-dial entries using the Deskset or the WebUI. To edit entries using the WebUI, see *"Quick-Dial Keys" on page 133*.

To edit quick dial from the Deskset:

1. Press the key to the right of $\frac{Quick}{Dial}$ ➔ to display the quick-dial list.

2. Press **Edit List** to add or edit a quick-dial entry. The quick-dial edit screen appears.
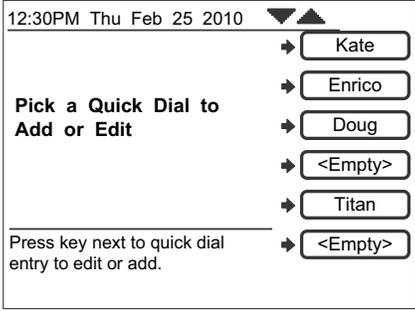
```
12:30PM  Thu  Feb  25  2010   ▼▲
                                    ➔ [  Kate  ]
                                    ➔ [ Enrico ]
 Pick  a  Quick  Dial  to
                                    ➔ [  Doug  ]
 Add  or  Edit
                                    ➔ [<Empty>]
                                    ➔ [  Titan ]
─────────────────────────
Press key next to quick dial        ➔ [<Empty>]
entry to edit or add.
```

3. Press the key to the right of the entry you want to edit.

4. Enter the desired name and number. Press **Backspc** to erase the highlighted character if there is one, or else the character before the cursor.
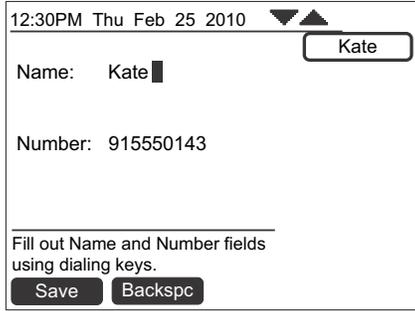
```
12:30PM  Thu  Feb  25  2010   ▼▲
                                 [  Kate  ]
  Name:     Kate ▮


  Number:  915550143


──────────────────────────
Fill out Name and Number fields
using dialing keys.
  [ Save ]  [ Backspc ]
```

a. Enter the name.

b. Press ▽ and enter the number.

Enter the digit **9** or whatever digit, if any, that must be dialed for external calls before the phone number to dial an external number. To include a pause in the number, press **Pause** .

5. Press **Save** to store the number. The quick-dial list appears.

About the Redial List

The last 20 phone numbers that you dialed are recorded in the Redial list, as shown in Figure 25.
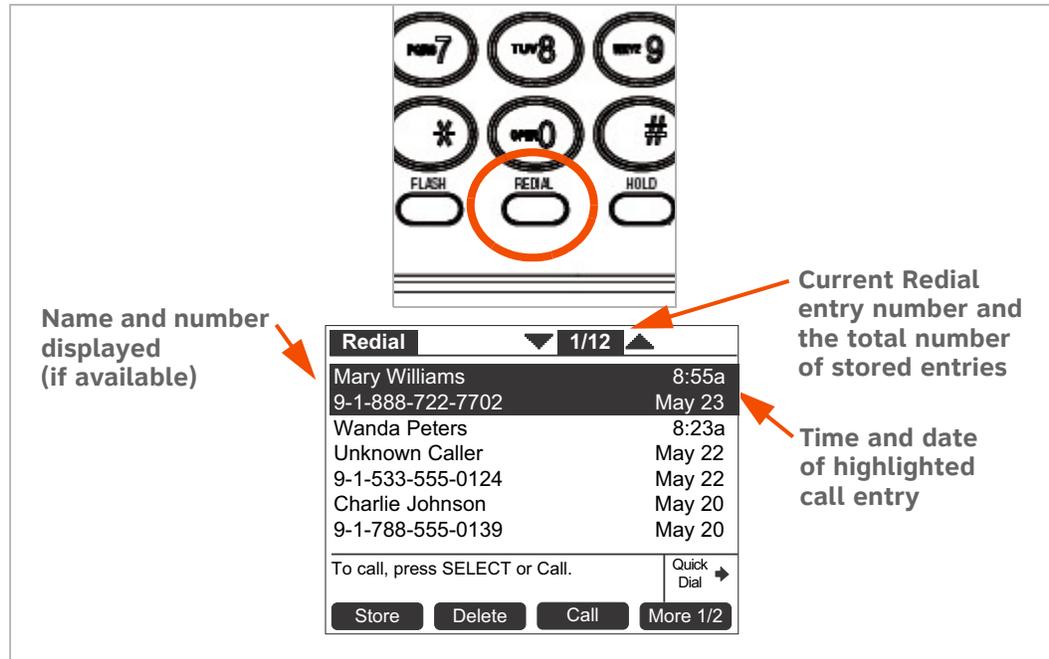
Figure 25. Redial List

Table 12.   Redial List Function

Key	Description	Key	Description
Store	Stores number in Personal list.	Delete	Deletes an entry.
Call	Dials the selected entry.	More	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:

1. Press **REDIAL** to display the Redial list, as shown in Figure 25.

2. Press ▽ or △ until you highlight the desired entry.

3. Press:

    ■   Call   to redial the number.

    ■   More 1/2 , and then   Details   to display details about the highlighted entry.

```
┌─────────────────────────────────┐
│ Redial          ▼ 1/12 ▲        │
│ Mary Williams                   │
│ 9-1-888-722-7702                │
│                                 │
│ 8:55AM                          │
│ Sun, May 23, 2010               │
│                                 │
│                         Quick ➜ │
│ To call, press SELECT or Call   Dial │
│ Store     Delete     Call       │
└─────────────────────────────────┘
```

    ■   Store   to store the caller's number. The **Personal Entry** screen appears with the First Name and number filled in.

```
┌─────────────────────────────────┐
│ Personal Entry      ▼▲          │
│  First  Name: Mary Williams▌    │
│                                 │
│  Last  Name:                    │
│                                 │
│  Phone  #: 918887227702         │
│                                 │
│ Use dial pad to enter letters.  Quick ➜ │
│                                 Dial │
│ Save    Backspc                 │
└─────────────────────────────────┘
```

    •   If necessary, edit the name and number. Press ▽ to move the cursor to the **Last Name** and **Phone #** entries.

    •   Press   Save   to save the entry.

    🛈 **NOTE**   The system does not check for duplicate entries.

4. Press **CANCEL** to exit the Redial list.

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:

1.   Press **REDIAL** to access the Redial list.

2.   Press ▽ or △ until you highlight the desired entry.

3.   Press   Delete   .

4.   Press **CANCEL** to exit the Redial list.

To delete all Redial entries:

1.   Press **REDIAL** to access the Redial list.

2.   Press More 1/2 to display the   DelAll   soft key.

3.   Press   DelAll   . A Confirmation screen appears.

> Redial
>
> **Are you sure you want to delete all Redial entries ?**
>
> Press Yes to delete all entries. Press No to cancel.
>
> Yes   No
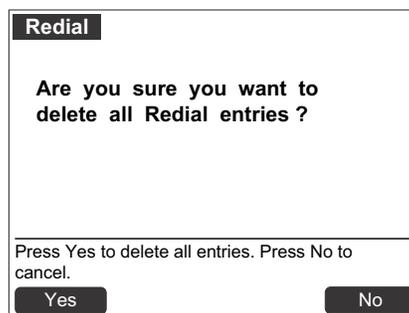
4.   Press   Yes   to confirm deletion.

5.   Press **CANCEL** to exit the Redial list.

Searching the Directory or Extension Lists Using the Dial Pad

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

To search for a list entry on the Deskset:

1. Select a list to search, such as the Directory.

Directory	▼ 1/48 ▲
ABC Accountants	**Personal**
503-555-0194	
Amy Lee	203
Angela Martin	732-555-7318
Charlie Johnson	888-883-2445
David Carter	443-555-0625
Davis Caterer	317-555-0129
Use ▼ or ▲ to scroll or use dial pad for quick search.	Quick ➡ Dial
New LastNme Call More 1/3	

2. Press the dial-pad keys to cause the Deskset to search for an exact match or the closest match. For example:

    ■ 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 19* for information on entering other individual letters. This searching function uses only the uppercase letters.

When an exact match is found, the entry is highlighted. If you enter a letter and the Deskset cannot find an exact match, the entry with the next closest alphabetical match is highlighted.

Directory	▼ 13/48 ▲
Graham Bell	**Personal**
232-555-0176	
Heather Phillips	732-555-7318
Ian Stevens	604-555-0184
John Lee	503-555-0194
John Smith	249
Karl Anders	204
Use ▼ or ▲ to scroll or use dial pad for quick search.	Quick ➡ Dial
New LastNme Call More 1/3	

Accessing the Held Calls List

NOTE   This feature applies to Line Appearance mode only.

When you or anyone else in your office puts an external call on hold, the call is displayed in the Held Calls list. From the Held Calls list, you can view and retrieve any held call in the system.

Your Deskset Line Appearance LEDs also show which lines have held calls on them, but only for the lines assigned to that Deskset. All Desksets in the system may not have the same lines assigned to them. For example, your department may have lines 1 to 4 assigned to your Desksets. Another department in your company may have lines 5 to 8 assigned to their Desksets. Using the Held Calls list at your Deskset, you can access calls being held on lines 1 to 8.

You can view and retrieve any held call in the system from the Held Calls list. If the held call is on a line that is not assigned to your Deskset, retrieving the call will route it to the Intercom line on your Deskset.

To view and retrieve calls from the Held Calls list:

1. Press **HoldList** .

   The **Calls on Hold** screen appears.

Calls on Hold	▼ 1/4 ▲	
Graham Bell	Line 3	3:32
	Line 1	2:10
Amy Lee	Line 8	1:46
1-800-123-1234	Line 2	0:12

   Press ▼ or ▲ to scroll, then press Retrieve to un-hold call.   Quick Dial ➔

   [Retrieve]   [Page]

2. Press ▽ or △ to highlight the desired call.

3. Press **SELECT** to retrieve the call.

   If the held call used a line that was not assigned to your Deskset, the call becomes active on your Intercom line. Any previous active call on your Deskset goes on hold.

C H A P T E R

6

DIRECTORY

The Synapse system provides three Directory lists. By default, the system displays entries from all three lists when you press **DIRECTORY**. See *"Viewing Directory Entries" on page 69* 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 view and sort this directory, but you cannot modify it.

■ **Extension**—This is a list of all extensions in the system. 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 68*
- *"Viewing Directory Entries" on page 69*
- *"Creating a New Personal List Entry" on page 71*
- *"Editing a Personal List Entry" on page 72*
- *"Storing Directory Entries from the Call Log or Redial List" on page 73*
- *"Sorting Directory Entries" on page 74.*

Using the Directory

Access the Directory by pressing **DIRECTORY** to display the screen shown in Figure 26.

Full name and number displayed in highlight bar

Position in list/ number of items in list

Entry classification (Personal, System, or Extension)

Directory	▼ 1/48 ▲	
ABC Accountants	**Personal**	
503-555-0194		
Amy Lee	203	
Angela Martin	732-555-7318	
Charlie Johnson	888-883-2445	
David Carter	443-555-0625	
Davis Caterer	317-555-0129	

Use ▼ or ▲ to scroll or use dial pad for quick search.   Quick Dial →

| New | LastNme | Call | More 1/3 |

Figure 26. Directory Screen Description

Table 13.   Directory Screen Description

Key	Description	Key	Description
New	Creates a new entry in the Personal list.	**FirstNme** **LastNme**	Switches between first and last name sort in Directory and Extension list.
Call	Dials the selected entry.	**More**	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 only 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 and call Directory entries:

1. Press **DIRECTORY**. The Directory list appears.

```
┌─────────────────────────────────────────┐
│ Directory          ▼ 1/48 ▲             │
├─────────────────────────────────────────┤
│ ABC Accountants              Personal   │
│ 503-555-0194                            │
│ Amy Lee                           203   │
│ Angela Martin            732-555-7318   │
│ Charlie Johnson          888-883-2445   │
│ David Carter             443-555-0625   │
│ Davis Caterer            317-555-0129   │
├─────────────────────────────────────────┤
│ Use ▼ or ▲ to scroll or use dial pad │Quick│
│ for quick search.                    │Dial→│
├───────┬──────────┬────────┬─────────────┤
│  New  │ LastNme  │  Call  │  More 1/3   │
└───────┴──────────┴────────┴─────────────┘
```
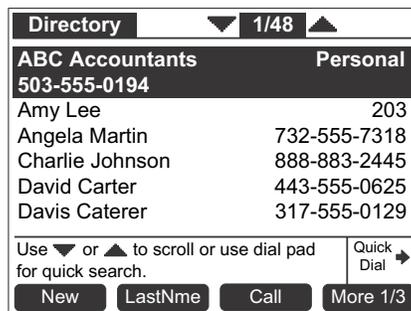
2. Press ▽ or △ to highlight the desired entry.

3. If necessary, press **More** until **Details** appears, and then press **Details** to see names and numbers that are too long to be displayed on the **Directory** screen.

```
┌─────────────────────────────────────────┐
│ Directory          ▼ 1/48 ▲             │
├─────────────────────────────────────────┤
│                                         │
│ ABC Accountants                         │
│                                         │
│ 503-555-0194                            │
│                                         │
│ [Personal]                              │
│                                         │
├─────────────────────────────────────────┤
│                                      │Quick│
│ To call, press SELECT or Call.       │Dial→│
├───────┬──────────┬────────┬─────────────┤
│  Edit │  Delete  │  Call  │             │
└───────┴──────────┴────────┴─────────────┘
```
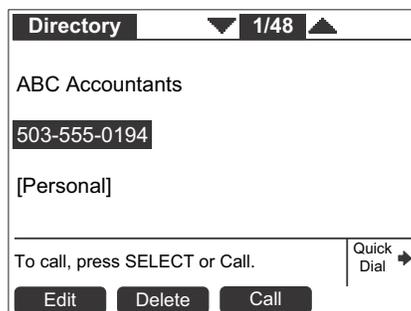
4. Press **Call** to dial the displayed phone number.

To change Directory settings:

1. From the Directory list, press More 1/3 to display the second set of **Directory** soft keys.

```
┌─────────────────────────────────────────┐
│  Directory          ▼ 1/48 ▲            │
├─────────────────────────────────────────┤
│ ABC Accountants              Personal   │
│ 503-555-0194                            │
│ Amy Lee                            203  │
│ Angela Martin            732-555-7318   │
│ Charlie Johnson          888-883-2445   │
│ David Carter             443-555-0625   │
│ Davis Caterer            317-555-0129   │
├─────────────────────────────────────────┤
│ Use ▼ or ▲ to scroll or use dial pad │Quick│
│ for quick search.                   │Dial▶│
│  ┌────┐  ┌──────┐  ┌────┐  ┌────────┐  │
│  │Edit│  │Delete│  │List│  │More 2/3│  │
└─────────────────────────────────────────┘
```
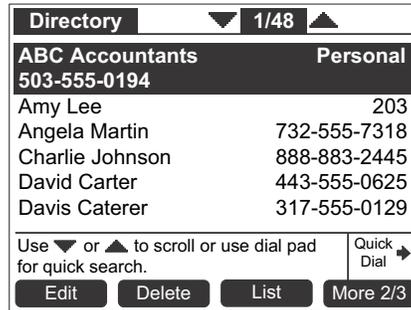
If the Directory is empty, **Edit** and **Delete** do not appear.

2. Press **List** . The **Directory List** appears.

```
┌─────────────────────────────────────────┐
│  Directory List         ▼▲              │
├─────────────────────────────────────────┤
│ List:                                   │
│ ┌──────┐                                │
│ │1. All│               [Set]            │
│ └──────┘                                │
│ 2. Personal list                        │
│                                         │
│ 3. System list                          │
│                                         │
│ 4. Extension list                       │
├─────────────────────────────────────────┤
│ Use ▼ or ▲ to scroll then press  │Quick│
│ SELECT or press 1-4.             │Dial▶│
│            ┌──────┐                     │
│            │ Set? │                     │
└─────────────────────────────────────────┘
```
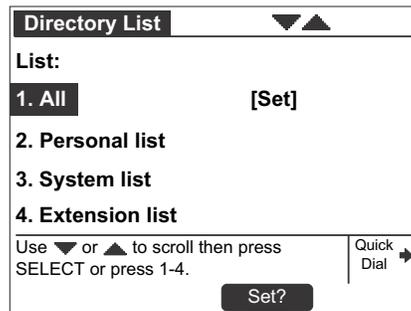
3. Press $\triangledown$ or $\triangle$ to highlight the desired list, and press **SELECT**.

    The selected list appears.

4. Press **List** to display the **Directory List** screen again.

5. To change the default list, press $\triangle$ or $\triangledown$ to highlight the desired list, and then press **Set?** .

6. Press **CANCEL** to return to the **Directory**.

Creating a New Personal List Entry

You can add up to 50 personal entries to the **Directory**. These personal entries are only visible at your extension.

To create a new Personal list entry:

1. Press **DIRECTORY** to display the **Directory**.

```
┌─────────────────────────────────────────┐
│  Directory          ▼  1/48  ▲           │
├─────────────────────────────────────────┤
│ ABC Accountants              Personal    │
│ 503-555-0194                             │
│ Amy Lee                            203   │
│ Angela Martin            732-555-7318    │
│ Charlie Johnson          888-883-2445    │
│ David Carter             443-555-0625    │
│ Davis Caterer            317-555-0129    │
├─────────────────────────────────────────┤
│ Use ▼ or ▲ to scroll or use dial pad │Quick│
│ for quick search.                    │Dial │
├──────────┬──────────┬────────┬──────────┤
│   New    │ LastNme  │  Call  │ More 1/3 │
└──────────┴──────────┴────────┴──────────┘
```

2. Press **New** to display the **Personal Entry** screen with the cursor positioned in the **First Name** field.

3. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See *"Deskset Dial-Pad Entry" on page 19*. The name text fields are limited to 20 characters each and the number field is limited to 32 digits.

4. When editing the entry, you have the following options:

   - Press ◁ or ▷ to move the cursor.

   - Press △ or ▽ 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**, or whatever digit, if any, that must be dialed first to indicate this is an external call.

5. Press **Save**. The **Directory** appears.

Editing a Personal List Entry

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

To edit a Personal list entry:

1. Press **DIRECTORY** to display the **Directory**.

2. Press ▽ or △ to highlight a **Personal** entry.

3. Press `More 1/3` and ` Edit `. The **Personal Entry** edit screen appears.

```
┌─────────────────────────────────────────────────┐
│ Personal Entry          ▼▲                       │
│                                                  │
│   First  Name: Graham Bell█                      │
│                                                  │
│                                                  │
│   Last  Name:                                    │
│                                                  │
│                                                  │
│   Phone  #: 912325550176                         │
│                                                  │
│ ────────────────────────────────────┬─────────  │
│ Use dial pad to enter letters.       │ Quick  ➜ │
│                                      │ Dial      │
│  Save    Backspc                     │          │
└─────────────────────────────────────────────────┘
```

> **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 19*. 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 ◁ or ▷ to move the cursor.

    ■ Press △ or ▽ 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**, or whatever digit, if any, that must be dialed first to indicate this is an external call.

6. Press ` Save `. The **Directory** appears.

Storing Directory Entries from the Call Log or Redial List

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

1. Press **CALL LOG** or **REDIAL** to access either list.

2. Press △ or ▽ until you highlight the desired entry.

3. Press Store to store the entry in your Personal list. (Press More 1/3 to display Store on the **Call Log** screen.) The **Personal Entry** screen appears.

```
┌─────────────────────────────────────┐
│ Personal Entry        ▼▲             │
│   First  Name: Mary Williams▌        │
│                                      │
│   Last  Name:                        │
│                                      │
│   Phone  #: 918887227702             │
│                                      │
│ ─────────────────────────────────── │
│ Use dial pad to enter letters.  Quick│
│                                 Dial ➡│
│   Save      Backspc                  │
└─────────────────────────────────────┘
```

The Deskset automatically fills in the name and number, if available.

- If necessary, edit the name and number. Press ▽ to move the cursor to the **Last Name:** and **Phone #:** 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**, or whatever digit, if any, that must be dialed first to indicate this is an external call.

4. Press Save to save the entry.

> **🛈** The system does not check for duplicate entries.
> **NOTE**

Deleting a Personal List Entry

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

To delete a Personal list entry:

1. Press **DIRECTORY** to display the **Directory**.

2. Press ▽ or △ to highlight the entry to be deleted.

3. Press `More 1/3` to display the `Delete` soft key.

4. Press `Delete`. The confirmation screen appears.

> **Directory**
>
> **Are you sure you want to delete this entry ?**
>
> ---
> Press Yes to delete or No to cancel.
>
> Yes   No
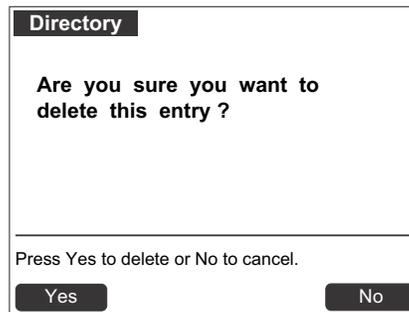
5. To confirm the deletion, press `Yes`.

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

Sorting Directory Entries

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:

1. Press **DIRECTORY** to display the **Directory**.

2. To sort the entries by last name, press `LastNme`.

    To sort the entries by first name, press `FirstNme`.

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

C H A P T E R

7

VOICEMAIL

Your Synapse system records and saves incoming voicemail messages. You can play, delete, or forward those messages to one or many other extensions. The MESSAGE WAITING LED, shown in *Figure 27 on page 76*, lights up when there is at least one new message.

Each message can be up to 2 minutes long. The Personal Mailbox at your Deskset has 30 minutes of recording time.

Your system administrator may give you access to one or more Group Mailboxes. Group Mailboxes allow more than one person access to voicemail messages.

You can also record a message and send it to a voicemail distribution group that you have created. See *"Voicemail Distribution" on page 134*.

> To record your voicemail greeting message, see *"Recording a Greeting" on page 111*.

The following sections describe how to listen to and manage voicemail on your Deskset:

Voicemail Overview

When there is at least one new message, the MESSAGE WAITING LED lights up, as shown in Figure 27.

Figure 27. Message Waiting LED

To access your messages, see *"Accessing Your Messages" on page 79*. Messages appear in a list, as shown in Figure 28. Pressing △ or ▽ highlights messages in the list. Pressing ◁ or ▷ displays options for dialing the number.
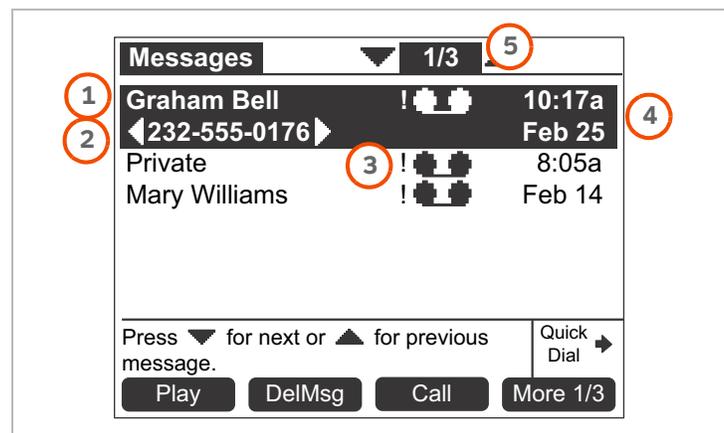
Figure 28. Messages List

1. Name and number displayed	
2. Arrows	Indicate dialing options available.
3. Exclamation mark (!)	Indicates a new message.
4. Time and date when message was recorded	Both are shown for highlighted messages. Only the time appears for unhighlighted messages received on the day they are viewed, and only the date appears for unhighlighted older messages.
5. Message Counter	Highlighted message number and total number of messages.

Table 14.   Messages List Soft Key Description

| Key	Description	Key	Description
Play	Plays message.	**DelMsg**	Deletes highlighted voicemail message from Message list.
Call	Dials the selected entry.	**More**	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.		

Group Mailbox Overview

Group Mailboxes provide general delivery of voicemail messages to a group within an organization. Group Mailboxes are different from your Personal Mailbox in that messages in Group Mailboxes are not stored in your Deskset. Even if your Personal Mailbox is full, there may be space available in some of your Group Mailboxes.

If your system administrator has given you access to a Group Mailbox, the **# New Messages** count on the Idle screen includes your new private messages and new messages in any Group Mailboxes to which you are assigned.

If you select **# New Messages**, or press **MESSAGES** and have not enabled voicemail distribution, a list of mailboxes appears, as shown in Figure 29.

Messages ▼▲
[1 New, 6 Old] Personal
[1 New, 12 Old] Sales
Press ▼ or ▲ to move highlight, then press SELECT.	Quick Dial ➡
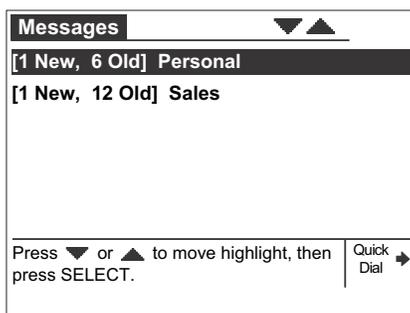
Figure 29. Group Mailbox List

If you press **MESSAGES** and have enabled voicemail distribution, you will see a screen that allows you to press [Listen] to see the list of mailboxes.

Messages
Do you wish to leave a new message or listen to your messages ?
Press LvMsg to record a new message, or Listen to review your messages.	Quick Dial ➡
[LvMsg] [Listen]
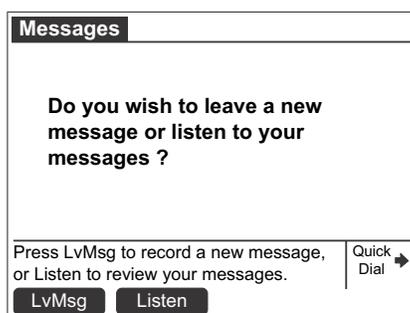
Figure 30. Leave New Message or Listen Screen

From the Mailbox list screen, you can access your personal voicemail and messages stored in Group Mailboxes, such as the sales department shown in Figure 29. Your Personal Mailbox is always at the top of the list of mailboxes.

Select a mailbox to access the messages stored in that mailbox.

The list of messages in that mailbox appears. When you access a Group Mailbox, the name of the Group Mailbox appears at the top of the screen.

Additionally, the following conditions apply when you access a Group Mailbox:

- When a mailbox is nearly full, **[<5 Min]** appears, and when it is full, **[FULL]** appears next to that Group Mailbox, as shown in Figure 31. Delete messages to make more room.

```
┌─────────────────────────────────────┐
│ Messages              ▼▲            │
│ [1 New,  6 Old]  Personal           │
│ [FULL]  Sales                       │
│ [< 5 min]  Support                  │
│                                     │
│                                     │
│                                     │
│ Press ▼ or ▲ to move highlight, then │ Quick │
│ press SELECT.                       │ Dial ➧│
└─────────────────────────────────────┘
```
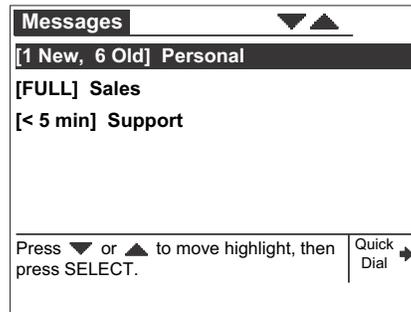
Figure 31. Full Group Mailboxes

■   After someone listens to a message, the [NEW] indicator for that message is removed from the screens of all participants of that group.

■   If someone else is listening to a message when you delete it, the message is not deleted until the listener exits the voicemail session.

■   Message playback is not interrupted if you receive a call while playing Group Mailbox voicemail. The incoming call appears on the Deskset screen accompanied by a call-waiting tone. (There is no call-waiting tone in Line Appearance mode.)

Accessing Your Messages

Access to your messages is different depending on whether or not you have access to any Group Mailboxes, and whether you have enabled voicemail distribution. If you do not have access to a Group Mailbox, and you have not enabled voicemail distribution, you can access just your new messages by selecting **# New Messages** on the Idle screen. A list of your new messages appears. You can also access all messages (old and new) by pressing **MESSAGES**. A list of all messages appears.

To access your voicemail:

1.   From the Idle screen, press **MESSAGES**. If necessary, use the dial pad to enter your user password and press **SELECT**.

> **i 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, you will need to enter your password to access the Message list.

The screen that appears depends on your system configuration.

If you do not have voicemail distribution enabled or access to a Group Mailbox, the **Messages** list appears.

"New Messages"
appears when you
select # New Messages
from the Idle screen.

```
Messages          ▼  1/3  ▲
Graham Bell        ! ▇ ▇    10:17a
◄ 232-555-0176 ►            Feb 25
 Private           ! ▇ ▇     8:05a
 Mary Williams     ! ▇ ▇    Feb 14


Press ▼ for next or ▲ for previous   Quick ➔
message.                             Dial
   Play      DelMsg     Call    More 1/3
```

If you have enabled voicemail distribution (see *"Voicemail Distribution" on page 134*), the **Leave New Message or Listen** screen appears.

```
Messages



    Do you wish to leave a new
    message or listen to your
    messages ?



Press LvMsg to record a new message,  Quick ➔
or Listen to review your messages.    Dial
   LvMsg      Listen
```

- Press **LvMsg** to create a message to send to a voicemail distribution list. See *"Sending a New Message to a Distribution List" on page 86*.

- Press **Listen** to view the Mailbox list (if you have Group Mailboxes), or the **Messages** list.

If your system administrator has assigned a Group Mailbox to you, a list of your Personal Mailbox and Group Mailboxes appears.

```
Messages              ▼ ▲
[1 New,  6 Old]  Personal
[1 New,  12 Old]  Sales




Press ▼ or ▲ to move highlight, then  Quick ➔
press SELECT.                         Dial
```

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

b. Press **SELECT**. The **Messages** list appears.

2. Press ▽ or △ until you highlight the desired **Messages** entry.

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

Message Playback

You can play either a single message or all of the voicemail messages in a Mailbox.

To play new messages:

1. On the Idle screen, select **# New Messages**. The **New Messages** list appears.

```
New Messages      ▼   1/2   ▲
Graham Bell           !▪▪▪      10:17a
◀232-555-0176▶               Feb 25
Private               !▪▪▪       8:05a




Press ▼ for next or ▲ for previous    Quick  ➤
message.                              Dial
     Play      DelMsg      Call      More 1/3
```
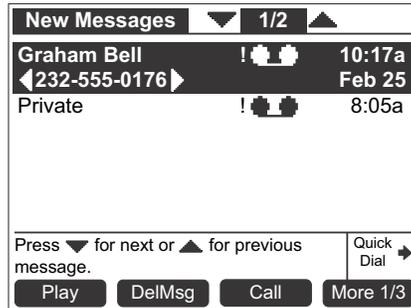
2. Press ▽ or △ to highlight the desired message, and then press   **Play** .

   OR

   Press **More 1/3** , and then press **PlayAll** . All messages begin to play, starting with the oldest. There is a short beep between messages.

   NEW appears on messages that are being played for the first time.

```
New Messages      ▼   1/2   ▲

Graham Bell                     NEW
232-555-0176

10:17a

Duration:    0:24    Time Remaining:   0:14
▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬

Press ▼ for next or ▲ for previous    Quick  ➤
message.                              Dial
   Pause     Delete    ◀ Jump    Jump ▶
```

During message playback, you can pick up the handset to listen to messages privately, or press:

- **Pause** to pause message playback.
- **Delete** to delete the message. If there are more messages, the next message is highlighted.
- **◀ Jump** or **Jump ▶** to skip back or forward by 8 seconds.
- ▽ or △ to skip to the previous or next message.
- **CANCEL** to cancel playback and leave the highlight on the last played message.

To play old and new messages:

1. Press **MESSAGES** to view the entire **Messages** list, as described in *"Accessing Your Messages" on page 79*. The list is sorted with the newest messages at the top of the list.

2. To play a specific message only, press △ or ▽ to highlight the desired message, and then press   Play   .

   OR

   To play all messages, press More 1/3 and then press PlayAll .

   The Message Playback screen appears.

```
┌─────────────────────────────────────────┐
│ New Messages      ▼  1/2  ▲              │
│                                           │
│ Graham Bell              NEW              │
│ 232-555-0176                              │
│ 10:17a                                    │
│                                           │
│ Duration:      0:24    Time Remaining:  0:14 │
│                                           │
│ ████████████████████                      │
│                                           │
│ Press ▼ for next or ▲ for previous  Quick ▶│
│ message.                            Dial   │
│  Pause      Delete   ◀  Jump  Jump ▶      │
└─────────────────────────────────────────┘
```

   During message playback, you can pick up the handset to listen to messages privately, or press:

   ■ Pause to pause message playback.

   ■ Delete to delete the message. If there are more messages, the next message is selected.

   ■ ◀ Jump or Jump ▶ to skip back or forward by 8 seconds.

   ■ ▽ or △ to skip to the previous or next message.

   ■ **CANCEL** to cancel playback and leave the highlight on the last played message.

Forwarding a Message

You can forward a message to an extension or extensions, a voicemail distribution list (if enabled), or a Group Mailbox (if enabled). You can also record a message and forward it to a distribution list.

- ■ *"Forwarding a Voicemail Message"*
- ■ *"Recording an Introduction to Send with a Forwarded Message" on page 85.*

## Forwarding a Voicemail Message

You have several options for forwarding a message, depending on how your system has been set up.

To forward a voicemail message:

1. Open a **Messages** list, as described in *"Accessing Your Messages" on page 79*.

2. Press ▽ or △ to highlight the desired message.

3. Press `More 1/3` to display the `FwdMsg` soft key.

```
┌─────────────────────────────────────────┐
│ Messages          ▼  1/3  ▲              │
├─────────────────────────────────────────┤
│ Graham Bell        !█ █        10:17a    │
│ ◀232-555-0176▶                 Feb 25    │
│ Private            !█ █         8:05a     │
│ Mary Williams      !█ █        Feb 14    │
│                                          │
│                                          │
│ Press ▼ for next or ▲ for previous  Quick│
│ message.                             Dial →│
│   FwdMsg    DelAll    PlayAll    More 2/3 │
└─────────────────────────────────────────┘
```
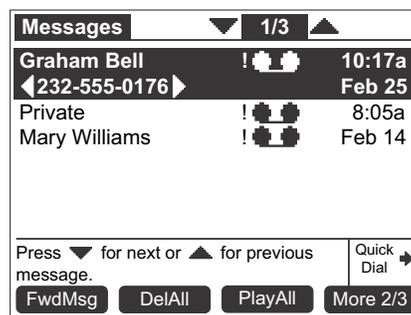
4. Press `FwdMsg` to begin the forwarding process. The **Forward Message** screen appears.

```
┌─────────────────────────────────────────┐
│  Forward Message                         │
├─────────────────────────────────────────┤
│                                          │
│ Enter a target Extension:     ▌          │
│                                          │
│            Or press key below to         │
│            select target.                │
│                                          │
│                                          │
│ Press SELECT when done.          Quick   │
│                                  Dial →   │
│   VMList    DistrList    MBList          │
└─────────────────────────────────────────┘
```
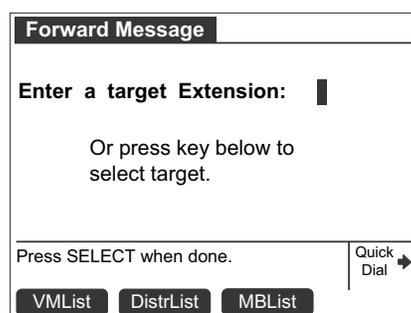
5. Select a target for the forwarded message. Enter an extension number using the dial pad, or:

- ■ Press `VMList` to display the **Voicemails** screen. Press ▽ or △ to highlight the desired extension and press **SELECT**. The **Forward Message** screen appears. Go to Step 6.

```
┌─────────────────────────────────────┐
│ Forward Message                      │
│                                      │
│  Forward message to:                 │
│  John Smith  -  225                  │
│                                      │
│                                      │
│                                      │
│ Press Send to forward the message to │ Quick │
│ listed extension(s).                 │ Dial →│
│  AddExt    DelExt    Intro    Send   │
└─────────────────────────────────────┘
```

- ■ If you have enabled voicemail distribution, you can press **DistrList** to display voicemail distribution lists. Press △ or ▽ to highlight the desired **Distribution List** and press **SELECT**. The **Forward Message** screen appears. Go to Step 7.

- ■ If your system has Group Mailboxes, you can press **MBList** to display the Group Mailbox list. Press △ or ▽ to highlight the desired Mailbox and press **SELECT**. The **Forward Message** screen appears. Go to Step 7.

6. Before forwarding the message, you can press:

   - ■ **AddExt** to add another extension. Messages can be forwarded to three extensions simultaneously. Enter the desired extension and press **SELECT**.

   - ■ **DelExt** to remove the currently highlighted extension from the list.

7. Optional: **Intro** to record an introductory message. See *"To record a message introduction:" on page 85*.

8. Press **Send** to forward the message.

   The **Message Forwarded** message appears. The forwarded message appears in the recipient's Messages list.

```
┌─────────────────────────────────────┐
│ Messages          ▼   1/3   ▲        │
│ Gra                           7a     │
│ ◀23                           25     │
│ Priv                          5a     │
│ Mar      Message Forwarded    14     │
│                                      │
│                                      │
│ Press ▼ for next or ▲ for previous   │ Quick │
│ message.                             │ Dial →│
│  Play    DelMsg    Call    More 1/3  │
└─────────────────────────────────────┘
```

Recording an Introduction to Send with a Forwarded Message

You can record an audio introduction to send with a forwarded message. To begin recording the introduction, press **Intro** while forwarding a message.

To record a message introduction:

1. Press **Intro** after selecting the target for a forwarded message. The **Message Introduction** screen appears.

   ```
   ┌─────────────────────────────────────────┐
   │ Forward Message                          │
   │                                          │
   │  Message Introduction                    │
   │                                          │
   │                                          │
   │  ┌──────────────────────────────┐        │
   │  └──────────────────────────────┘        │
   │                                          │
   │ Press Record to create a short (less  Quick │
   │ than 30 seconds) introduction.        Dial  │
   │                         Record      Exit │
   └─────────────────────────────────────────┘
   ```

2. Press **Record** to begin recording. The soft key changes to **Stop** .
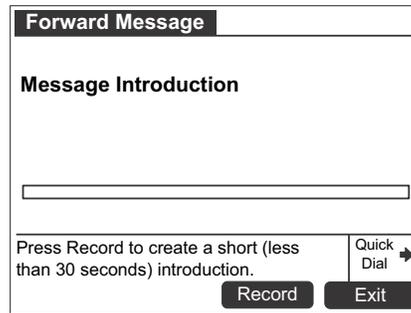
   ```
   ┌─────────────────────────────────────────┐
   │ Forward Message                          │
   │                                          │
   │  Message Introduction                    │
   │  RECORDING                               │
   │                                          │
   │  Duration:    6s        Max allowed:  30s │
   │  ████────────────────────────────────    │
   │                                          │
   │ Press Stop when you are finished   Quick │
   │ recording.                         Dial  │
   │                         Stop             │
   └─────────────────────────────────────────┘
   ```
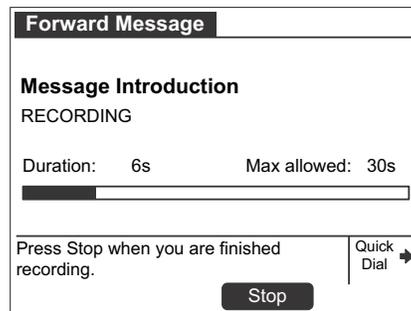
3. When finished recording, press **Stop** . Reaching the 30-second limit automatically stops recording. The message review screen appears.

   ```
   ┌─────────────────────────────────────────┐
   │ Forward Message                          │
   │                                          │
   │  Message Introduction                    │
   │                                          │
   │  Duration:   23s        Max allowed:  30s │
   │  ███████████████████████████────────     │
   │                                          │
   │ Press Play to review or Record to  Quick │
   │ create a new intro.                Dial  │
   │   Play      Delete     Record      Exit │
   └─────────────────────────────────────────┘
   ```
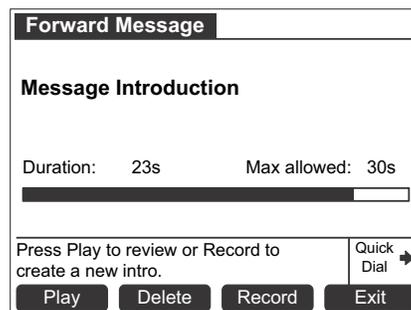
   You have options to **Play** , **Delete** , and **Record** the introduction again.

4. Press **Exit** . The **Forward Message** screen with **[Message Introduction Attached]** appears.

5. Press **Send** to forward the message with the introduction message attached.


Sending a New Message to a Distribution List

If you have enabled voicemail distribution and created at least one distribution list, you can record a new message and send it to a distribution list. To create a distribution list, see *"Voicemail Distribution" on page 134*.

To record and send a new message:

1. Press **MESSAGES**. With voicemail distribution enabled, the **Leave New Message or Listen** screen appears.

Messages
Do you wish to leave a new message or listen to your messages ?
Press LvMsg to record a new message, or Listen to review your messages.   Quick Dial ➡
LvMsg   Listen

2. Press **LVMsg** . The **Distribution Lists** screen appears.

Distribution Lists ▼▲
Accounts Payable
Accounts Receivable
Sales
Support
Press ▼ or ▲ to move highlight, then press SELECT.   Quick Dial ➡

3. Press △ or ▽ to highlight the desired distribution list.

4. Press **SELECT**. The **Record Message** screen appears.

Record Message
Message
Press Record to create a message for distribution.   Quick Dial ➡
Record   Exit

5. Press **Record** to begin recording. The soft key changes to **Stop** .

Record Message

Message
RECORDING

Duration: 17s   Max allowed: 120s

Press Stop when you are finished | Quick
recording. | Dial ➡
                    Stop
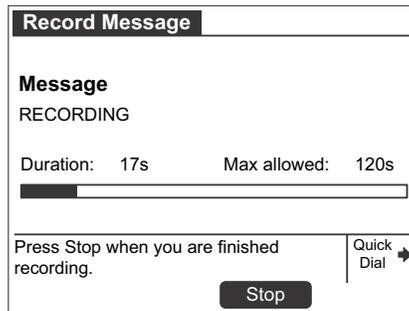
OR

Press **Exit** to return to the previous screen.

6. When finished recording, press **Stop** . The message review screen appears.

Record Message

Message

Duration: 43s   Max allowed: 120s

Press Send to distribute the message | Quick
or press CANCEL to exit. | Dial ➡
Play | Delete | Record | Send

Reaching the 120-second limit automatically stops recording.

You have options to **Play** , **Delete** , and **Record** the message again.

7. Press **Send** to forward the message.

Deleting Messages

You can delete a single message or all messages from the **Messages** list. You can also delete a single message during message playback as described in *"Message Playback" on page 81*.

To delete a single message or all messages:

1. Open a **Messages** list, as described in *"Accessing Your Messages" on page 79*.

2. Press △ or ▽ 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.

   OR

   To delete all messages:

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

      The confirmation screen appears.

<table>
<tr><td>**Messages**</td></tr>
<tr><td>**Are you sure you want to delete all messages ?**</td></tr>
<tr><td>Press Yes to delete all messages. Press No to cancel.</td></tr>
<tr><td>Yes   No</td></tr>
</table>
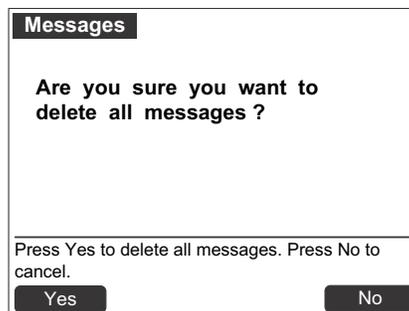
   b. Press ⌧Yes to confirm.

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

New Message Status Indications (! Icons)

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

To clear and restore new message indications:

1. Open the **Messages** list, as described in *"Accessing Your Messages" on page 79*. A Messages list appears.

2. Press `More 1/3` then `More 2/3` to display the `ClerNew` and `MrkNew` soft keys.

```
┌──────────────────────────────────────┐
│ Messages        ▼  1/3  ▲            │
├──────────────────────────────────────┤
│ Graham Bell         ! ▪ ▪     10:17a │
│ ◀232-555-0176▶              Feb 25   │
│ Private             ! ▪ ▪      8:05a │
│ Mary Williams       ! ▪ ▪     Feb 14 │
│                                      │
│                                      │
│ Press ▼ for next or ▲ for previous  Quick │
│ message.                            Dial ➤│
│ MrkNew              ClerNew    More 3/3   │
└──────────────────────────────────────┘
```
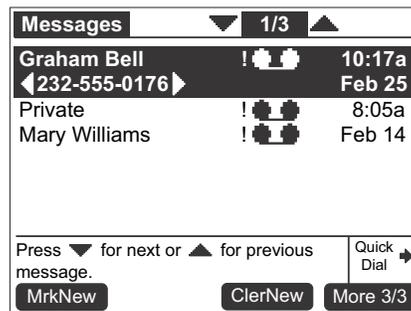
3. Press `ClerNew` to clear all new message indications and display the Message list without exclamation points. If you have no other new messages in any Group Mailboxes, the MESSAGE WAITING LED turns off.

```
┌──────────────────────────────────────┐
│ Messages        ▼  1/3  ▲            │
├──────────────────────────────────────┤
│ Graham Bell           ▪ ▪     10:17a │
│ ◀232-555-0176▶              Feb 25   │
│ Private               ▪ ▪      8:05a │
│ Mary Williams         ▪ ▪     Feb 14 │
│                                      │
│                                      │
│ Press ▼ for next or ▲ for previous  Quick │
│ message.                            Dial ➤│
│ MrkNew              ClerNew    More 3/3   │
└──────────────────────────────────────┘
```
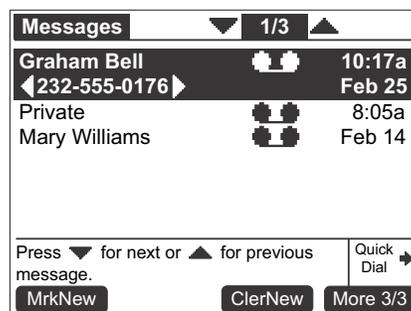
4. If desired, press `MrkNew` to restore the **!** icon for a selected message, marking the message as new again. The MESSAGE WAITING LED lights up again.

Accessing Your Voicemail Remotely

Remote access allows you to listen to Personal Messages or change the recorded greeting when you are away from your Deskset. 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.

You may be able to access certain Group Mailboxes if they have "virtual" extension numbers assigned to them. Ask your system administrator for more information. To access a Group Mailbox with a virtual extension number, follow the steps below.

> **NOTE** When the system is in Line Appearance mode, you can access your voicemail remotely only if you can reach your extension from an outside line. The Call Forward–No Answer destination for the outside line must be set to Auto Attendant or to your extension. For more information, see your system administrator.

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), and then enter pound (#) to listen to your messages.

   Even if you have not created a password, you must still enter the pound (#).

> **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.

> **NOTE** If your mailbox is full, your voicemail greeting does not play. Instead you hear "Voicemail is full" before being disconnected. To access your voicemail when your mailbox is full, quickly press the star key twice (✱ ✱) just as the "Voicemail is full" announcement begins.

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 32. 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 and replay options, 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 **∗**.
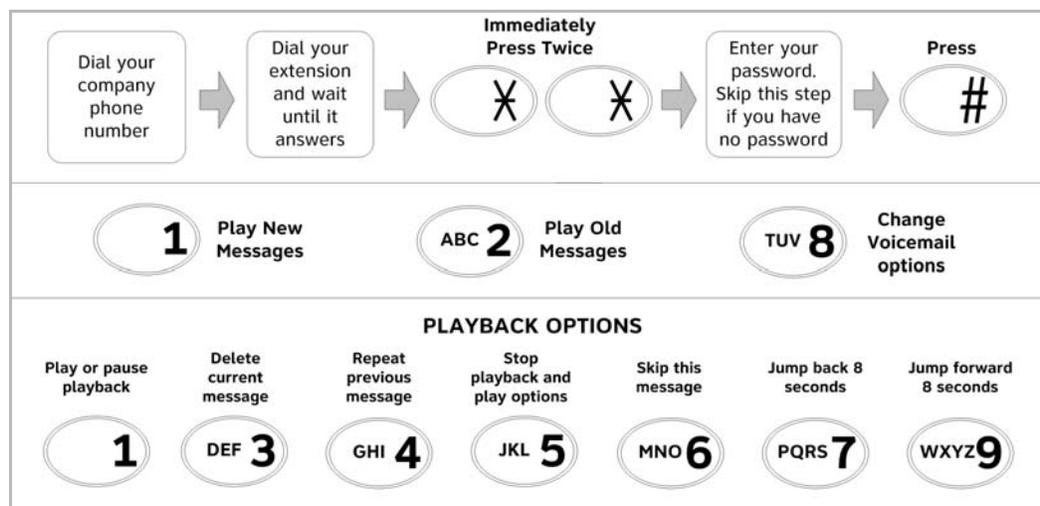
Figure 32. Remote Voicemail Access

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 33, you have the following options:

    ■ To record a primary greeting, press **1**.

    ■ To record an alternate greeting, press **2**.

    ■ To choose the Primary or Alternate greeting, press **7**.

2. Begin recording after the tone.

3. To end the recording, press **5**.

4. 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**.
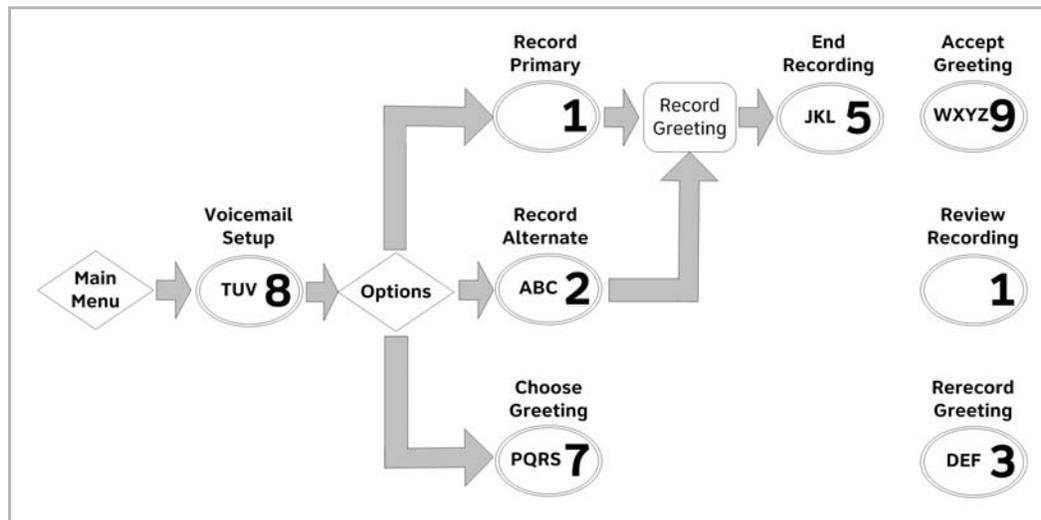
Figure 33. Remote Voicemail Greeting Setup

CALL LOG

The Call Log provides available name and number information for the last 50 calls received. The newest entries replace the oldest.

- *"Using the Call Log" on page 94*
- *"Managing Missed Calls" on page 95*
- *"Reviewing the Call Log List" on page 96*
- *"Storing Call Log Entries" on page 98*
- *"Deleting Call Log Entries" on page 99.*

You can view the Call Log shown in *Figure 34 on page 94* by pressing **CALL LOG**. In Call Appearance mode, you can view the unanswered calls that you have not yet seen by highlighting **# New Missed Calls** on 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.

Using the Call Log

The Call Log soft keys, as shown in Figure 34 and described in Table 15, are available whenever the Call Log has at least one entry.
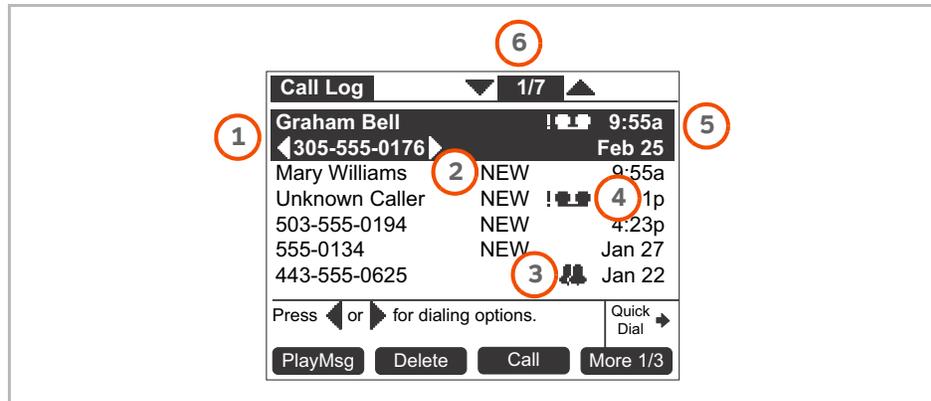
Figure 34. Call Log Functions

1. Arrows	Indicate dialing options available.
2. NEW	Indicates call was not answered and has not been reviewed.
3. Ring Group or Call Queue	Indicates a call to a Ring Group or Call Queue. The voicemail icon replaces this icon when both would apply.
4. Voicemail message available for playback.	Exclamation mark (!) indicates message is new.
5. Time and date of highlighted call entry	
6. Current Call Log entry number/ total number of entries	

Table 15. Call Log Soft keys

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**	Moves to the next set of soft keys. **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.

Entries not highlighted display the time for calls received on the current day. Calls before the current day display the date.

If the caller ID information is absent because it is unavailable, **UNKNOWN NAME** and **UNKNOWN NUMBER** appear. If the caller chooses not to send the information, **PRIVATE NAME** and **PRIVATE NUMBER** appear.

To access the Call Log list:

1. From the Idle screen, press **CALL LOG**. The Call Log list appears with the most recent entry at the top.

   ■ To view details for a Call Log entry, press `More 1/3`, then `More 2/3`, and then `Details`. The Call Log details screen appears.
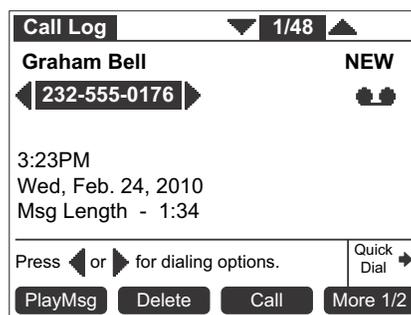
   ```
   ┌─────────────────────────────────────┐
   │ Call Log              ▼  1/48  ▲     │
   │                                      │
   │  Graham Bell              NEW        │
   │  ◀ 232-555-0176 ▶                   │
   │                                      │
   │                                      │
   │  3:23PM                              │
   │  Wed, Feb. 24, 2010                  │
   │  Msg Length  -  1:34                 │
   │                             Quick    │
   │  Press ◀ or ▶ for dialing options.  Dial ▶│
   │  ┌PlayMsg┐ ┌Delete┐ ┌ Call ┐ ┌More 1/2┐│
   └─────────────────────────────────────┘
   ```

   ■ 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 ◁ or ▷ to view the dialing options.

2. Press **CANCEL** to exit the Call Log.

Managing Missed Calls

All incoming calls are recorded in the Call Log unless Call Forward All is on and calls are forwarded to another extension or external phone number (Call Appearance mode only). Unanswered calls that have not been reviewed are indicated by **NEW**.

To view missed calls:

1. Press **CALL LOG**. The newest call appears first.

   Call Appearance mode only—The Deskset notifies you of **New Missed Calls** on the Idle screen. To display the New Missed Calls list, highlight **# New Missed Calls** and press **SELECT**.

```
┌──────────────────────────────────┐
│ New Missed Calls      ▼ 1/4 ▲     │
│ Graham Bell        NEW  📖  9:55a │
│◀ 232-555-0176 ▶            Feb 25 │
│ Mary Williams      NEW      9:55a │
│ Unknow n Caller    NEW  📖 12:31p │
│ 604-555-0153       NEW      4:23p │
│                                   │
│                                   │
│ Press ◀ or ▶ for dialing options.│ Quick│
│                                    Dial │
│ PlayMsg   Delete    Call   More 1/3│
└──────────────────────────────────┘
```

- A call record is no longer considered new once you highlight it.

- Once a new call is reviewed, the **# New Missed Calls** is reduced by one.

Reviewing the Call Log List

To review the Call Log list:

1. Press **CALL LOG** to display the **Call Log**.

```
┌──────────────────────────────────┐
│ Call Log           ▼ 1/7 ▲        │
│ Graham Bell        !📖  9:55a     │
│◀ 305-555-0176 ▶         Feb 25    │
│ Mary Williams    NEW      9:55a   │
│ Unknown Caller   NEW !📖 12:31p   │
│ 503-555-0194     NEW      4:23p   │
│ 555-0134         NEW      Jan 27  │
│ 443-555-0625          👥  Jan 22  │
│ Press ◀ or ▶ for dialing options. │ Quick│
│                                     Dial │
│ PlayMsg   Delete    Call   More 1/3 │
└──────────────────────────────────┘
```

2. Press ▽ or △ to highlight the desired **Call Log** entry.

- Press **Call** to dial the 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 ◁ or ▷ to view the dialing options. The following dialing 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 view details for any entry, see *"To access the Call Log list:" on page 95*.

3. Press **CANCEL** to exit the **Call Log**.

## Listening to Voicemail From the Call Log

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:

1. Press **CALL LOG** to display the **Call Log**.

Call Log	▼ 1/7 ▲	
Graham Bell	! ▪▪▪	**9:55a**
◀ **305-555-0176** ▶		**Feb 25**
Mary Williams	NEW	9:55a
Unknown Caller	NEW ! ▪▪▪	12:31p
503-555-0194	NEW	4:23p
555-0134	NEW	Jan 27
443-555-0625	👥	Jan 22

Press ◀ or ▶ for dialing options.   Quick Dial ▶

| PlayMsg | Delete | Call | More 1/3 |
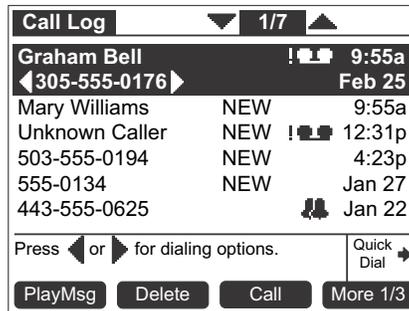
2. Press ▽ or △ to highlight the desired message, and then press PlayMsg . The message review screen appears.

Call Log	▼ 1/7 ▲
Graham Bell	**NEW**
232-555-0176	
9:55a	

Duration: 0:24   Time Remaining: 0:14

Press ▼ for next or ▲ for previous message.   Quick Dial ▶

| Pause | Delete | ◀ Jump | Jump ▶ |
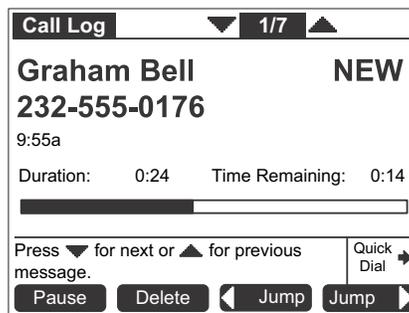
NOTE   PlayMsg only appears if the call has an associated voicemail.

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** appears.

5. Press **CANCEL** to exit the **Call Log**.

Storing Call Log Entries

To store a Call Log entry into your Personal list:

1. From the desired Call Log entry, press `More 1/3` to view the `Store` soft key.

2. Press `Store` to store the entry in your Personal list. The **Personal Entry** screen appears.

```
┌─────────────────────────────────────────┐
│ Personal Entry          ▼▲              │
├─────────────────────────────────────────┤
│   First  Name: Graham Bell▎             │
│                                         │
│   Last  Name:                           │
│                                         │
│   Phone  #: 912325550176                │
│                                         │
├──────────────────────────┬──────────────┤
│ Use dial pad to enter letters. │ Quick  │
│                                │ Dial ➡ │
│  Save     Backspc          │            │
└─────────────────────────────────────────┘
```

The caller information fills in the **First Name** and **Number** fields.

3. To enter the Last Name, press ▽ and use the dial pad to enter letters. See *"Deskset Dial-Pad Entry" on page 19*.

4. Press ▽ and edit the Number if necessary.

> **NOTE** When entering a phone number, you must add a **9**, or whatever digit, if any, that must be dialed first to indicate this is an external call, and **1** if it is a long-distance number.
>
> The system does not check for duplicate entries.

5. Press `Save` to store the entry and return to the **Call Log**.

6. Press **CANCEL** to exit the **Call Log**.

Deleting Call Log Entries

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

To delete a single Call Log entry:

1. From a highlighted Call Log entry, press `Delete` . The entry is removed from the list and the next entry is highlighted.

2. Press **CANCEL** to exit the Call Log.

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

To delete all Call Log entries:

1. From the Call Log, press `More 1/3` to display the `DelAll` soft key.

```
┌──────────────────────────────────────┐
│ Call Log            ▼  1/7  ▲         │
├──────────────────────────────────────┤
│ Graham Bell          !▪▪▪   9:55a     │
│ ◀305-555-0176▶              Feb 25    │
│ Mary Williams      NEW        9:55a   │
│ Unknown Caller     NEW !▪▪▪ 12:31p    │
│ 503-555-0194       NEW        4:23p   │
│ 555-0134           NEW       Jan 27   │
│ 443-555-0625             ▲▲  Jan 22   │
├────────────────────────────┬─────────┤
│ Press ◀ or ▶ for dialing options. │Quick│
│                                   │Dial ▶│
├──────────┬──────────┬──────────┬──────┤
│  Store   │  DelAll  │  ClerNew │More 2/3│
└──────────┴──────────┴──────────┴──────┘
```
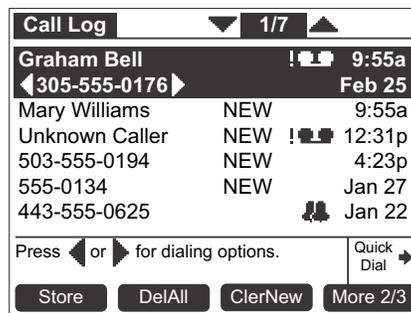
2. Press `DelAll` to delete all entries in the **Call Log**. The confirmation screen appears.

```
┌──────────────────────────────────────┐
│ Call Log                             │
├──────────────────────────────────────┤
│                                      │
│   Are  you  sure  you  want  to      │
│   delete  all  Call  Log  entries ?  │
│                                      │
│                                      │
│                                      │
├──────────────────────────────────────┤
│ Press Yes to delete all entries. Press No to │
│ cancel.                              │
│  Yes                          No     │
└──────────────────────────────────────┘
```
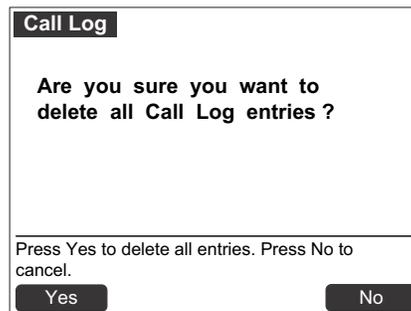
3. Press `Yes` to confirm the deletion. The empty Call Log appears.

```
┌──────────────────────────────────────┐
│ Call Log               0/0           │
├──────────────────────────────────────┤
│                                      │
│                                      │
│                                      │
│                                      │
│                                      │
├────────────────────────────┬─────────┤
│ The Call Log is empty. Press CANCEL to │Quick│
│ exit.                             │Dial ▶│
└────────────────────────────┴─────────┘
```
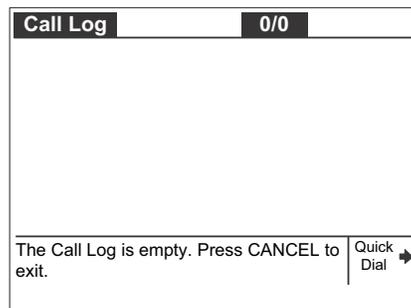
4. Press **CANCEL** to exit the **Call Log**.

PAGING

Paging allows you to broadcast what you say to more than one extension. If your system administrator has set up Paging Zones, you can page all extensions or a zone.

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. However, it appears as **Overhead Page** as the last entry in the **Paging Zones** list.

- *"Paging All Extensions or a Paging Zone" on page 101*
- *"Single-Zone Overhead Paging" on page 102*
- *"Multi-Zone Overhead Paging" on page 102.*

Paging All Extensions or a Paging Zone

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:

1. Press Page . When the phone is on a call or otherwise off hook, you may need to press a More soft key to see the Page soft key.

    The **Paging Zones** screen appears.

    ```
    ┌─────────────────────────────────────┐
    │ Paging Zones          ▼▲            │
    │ 1. All Extensions                   │
    │ 2. Accounts                         │
    │ 3. Design                           │
    │ 4. Documentation                    │
    │ 5. Management                       │
    │                                     │
    │                                     │
    │ Use ▼ or ▲ to scroll then press │Quick│
    │ SELECT or press digit.          │Dial ➤│
    │                   Start             │
    └─────────────────────────────────────┘
    ```
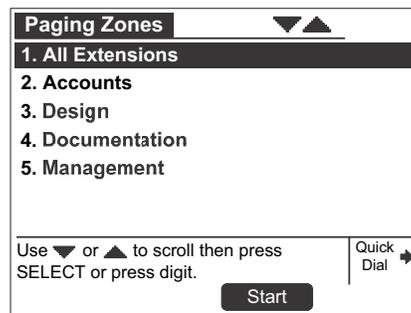
2. Highlight **All Extensions** or a Paging Zone.

3. Press Start . The system emits a short paging tone and displays the **Page** screen.

    ```
    ┌─────────────────────────────────────┐
    │ Page                                │
    │                                     │
    │                                     │
    │           Paging Accounts           │
    │                                     │
    │                                     │
    │ Press EndPage when done.            │
    │ EndPage                             │
    └─────────────────────────────────────┘
    ```
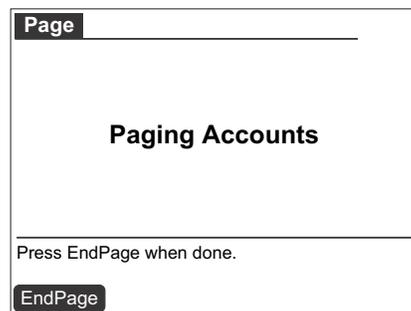
4. Speak into the speakerphone or pick up the corded handset to speak.

5. When finished, press EndPage , hang up the handset, or press **SPEAKER**. The Idle screen appears.

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.

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. You might be able to page a meeting room or a warehouse, for example. 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:

1. Press   Page   . When the phone is on a call or otherwise off hook, you may need to press a   More   soft key to see the   Page   soft key.

    The **Paging Zones** screen appears.

2. Highlight the appropriate zone.

3. Press   Start   . The system displays the **Page** screen.

4. Wait for feedback from your paging system, and 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**. The Idle screen appears.

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:

1. Press   Page   . When the phone is on a call or otherwise off hook, you may need to press a   More   soft key to see the   Page   soft key.

    The **Paging Zones** screen appears.

```
 Paging Zones        ▼▲
 1. All Extensions
 2. Accounts
 3. Design
 4. Documentation
 5. Management
 6. Lobby
 7. Overhead Paging

 Use ▼ or ▲ to scroll then press    Quick
 SELECT or press digit.              Dial  ➡
                        Start
```
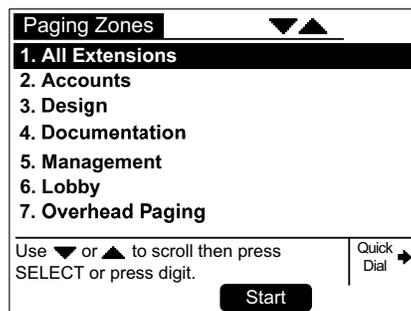
2. Highlight **Overhead Paging**.

3. Press   Start   .

4. If more than one multi-zone OHP system is available, highlight the Analog Terminal Adapter (ATA) to which the desired OHP system is connected, and then press **SELECT**. For more information, see your system administrator. See also *"Synapse System Overview" on page 9*.

```
┌─────────────────────────────────────────────┐
│ Overhead Paging        ▼▲                    │
├─────────────────────────────────────────────┤
│ ATA (200, 201)                               │
│ ATA (202, 203)                               │
│ ATA (204, 205)                               │
│ ATA (206, 207)                               │
│                                              │
│                                              │
│                                              │
│ Use ▼ or ▲ to scroll then press   │ Quick ➡ │
│ SELECT to choose an ATA.          │ Dial    │
└─────────────────────────────────────────────┘
```
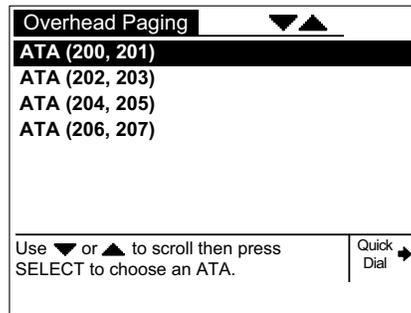
5. The multi-zone **Overhead Page** screen appears. If necessary, enter the desired overhead Paging Zone number.

```
┌─────────────────────────────────────────────┐
│ ▌Page▐                                       │
│                                              │
│              Overhead Page                   │
│                                              │
│      You may be required to enter additional │
│      digits before paging can begin.         │
│                                              │
│ ─────────────────────────────────────────── │
│ Press EndPage when done.                     │
│ ▌EndPage▐                                    │
└─────────────────────────────────────────────┘
```

6. Wait for feedback from your paging system, and then speak into the speakerphone or pick up the corded handset to speak.

7. When finished, press **EndPage** , hang up the handset, or press **SPEAKER**. The Idle screen appears.

DESKSET SETTINGS

You or your system administrator can customize your Deskset using the following menus and features:

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 highlighting an item and pressing **SELECT**, or by pressing the dial-pad key with that option number.

To access the Deskset setup menus:

Press **MENU**. The Deskset **Menu** appears.

```
┌─────────────────────────────────────┐
│ Menu                        ▼▲       │
│ 1. Deskset Settings                  │
│                                      │
│ 2. User Settings                     │
│                                      │
│ 3. Admin Settings                    │
│                                      │
│ 4. Deskset Information               │
│                                      │
│ 5. Auto Attendant Settings           │
│ Use ▼ or ▲ to scroll then press ┌──────┐│
│ SELECT or press 1-5.            │Quick ││
│                                 │Dial ➤││
│                                 └──────┘│
└─────────────────────────────────────┘
```
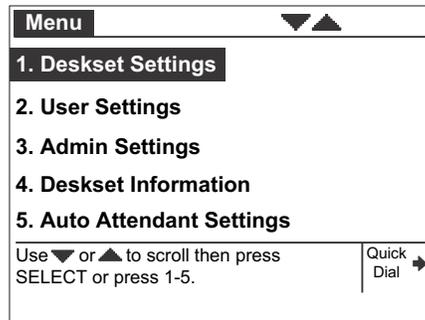
- Press **1** on the dial pad to display the **Deskset Settings** menu. See *"Deskset Settings" on page 106* for further instructions.

- Press **2** to display the **User Settings** menu. See *"User Settings" on page 109* for further instructions.

- Press **3** to display the **Admin Settings** menu. See *"Admin Settings" on page 123* for further instructions.

- Press **4** to display the **Deskset Information** menu. See *"Deskset Information" on page 124* for further instructions.

- If your system administrator has set your extension as an Auto Attendant Manager, the menu has an additional item. Press **5** to change the **Auto Attendant** settings. See *"Auto-Attendant Settings" on page 125* for further instructions.

Deskset Settings

Use the **Deskset Settings** menu, as shown in Figure 35, to access the three functions and the related submenus listed in Table 16.

To display the Deskset Settings menu, press **MENU** then **1**.

Deskset Settings   ▼▲
1. Display
2. Sounds
3. Preferred Audio Mode
Use ▼ or ▲ to scroll then press SELECT or press 1-3.   Quick Dial ➤
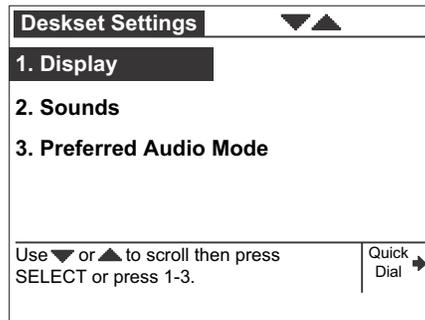
Figure 35. Deskset Settings Menu

Table 16.   Deskset Settings Menu Structure

Function	See page...	Submenu
1. Display	*107*	**1. Contrast (1–9)**
		2. Backlight (Lo/Hi/Off)
2. Sounds	*107*	**1. Ring volume (0–9)**
		2. Audible Ring Delay (0–40 seconds) (Call Appearance mode only)
		3. Ringtones (1–9)
		4. Key beeps (On/Off)
		5. Call Waiting Tone (On/Off)
3. Preferred Audio Mode	*108*	**1. Speakerphone**
		2. Headset

Display

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

To access the Display menu:

1. Press **MENU**, then **1**, and then **1**. The **Display** menu appears.

```
Display                    ▼▲
1. Contrast                   ◀ 5 ▶
2. Backlight                    [Hi]



Use ▼ or ▲ to move highlight.       Quick
Use ◀ or ▶ to cycle through options.  Dial  ➜
   Save
```
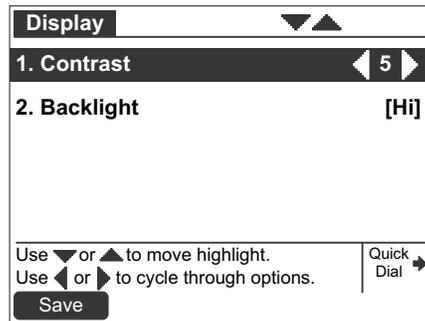
2. Press **1** to set the desired **Contrast** level.

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

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

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

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

Sounds

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

To access the Sounds menu:

1. Press **MENU**, then **1**, and then **2**. The **Sounds** menu appears.

```
Sounds                  ▼▲
1. Ring volume              ◀ 1 ▶
2. Audible Ring Delay (sec)    [0]
3. Ringtones                   [1]
4. Key Beeps                 [Off]
5. Call Waiting Tone          [On]
Use ▼ or ▲ to move highlight.       Quick
Use ◀ or ▶ to cycle through options.  Dial  ➜
   Save
```
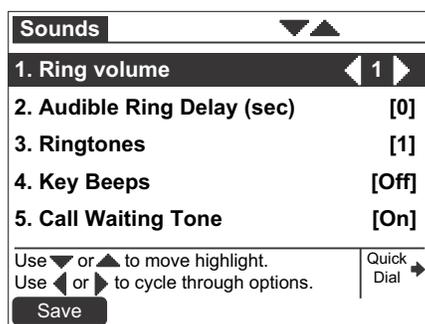
2. Press **1** on the dial pad to choose **Ring Volume**.

   ■ Press ◁ or ▷ 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.

Call Appearance mode

3. Press **2** on the dial pad to set the **Audible Ring Delay** from 0 to 40 seconds.

    Press ◁ or ▷ to select one of the delay values. The default is **0**, which also disables the feature. Although the Call Appearance icon flashes, the Deskset does not ring for the time you set.

4. Press **3** (or **2** in Line Appearance mode) on the dial pad to choose **Ringtones**.

    Press ◁ or ▷ to select one of nine ringtones. The default is **1**. Ringtone samples play when selected.

5. Press **4** (or **3** in Line Appearance mode) on the dial pad to choose **Key beeps**.

    Press ◁ or ▷ to select **On** or **Off**. The default is **On**.

6. Press **5** (or **4** in Line Appearance mode) on the dial pad to choose **Call Waiting Tone**.

    Press ◁ or ▷ to select **On** or **Off**. The default is **On**.

    The call waiting tone alerts you to an incoming call if you are already on a call. This setting does not control any call waiting alert(s) provided by your telephone service.

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

Preferred Audio

When you press a Call Appearance or Line 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:

1. Press **MENU**, then **1**, and then **3**. The **Preferred Audio** menu appears.
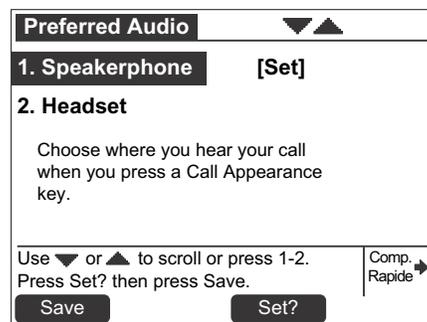
2. Select the preferred audio:

    ■ 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 36 and listed in Table 17. User Settings vary depending on whether your system is in Call Appearance or Line Appearance mode.

User Settings ▼▲		User Settings ▼▲
1. Greetings (Pre-Set)		**1. Greetings** (Pre-Set)
2. Call Forward All (Mailbox)		**2. Intercom Auto Answer**
3. Auto Answer		**3. Voicemail Memory**
4. Voicemail Memory		**4. Name Recording**
5. Name Recording		**5. Cordless Settings**
Use ▼ or ▲ to scroll then press SELECT or press 1-8. / Quick Dial ➡		Use ▼ or ▲ to scroll then press SELECT or press 1-6. / Quick Dial ➡
Call Appearance mode		**Line Appearance mode**
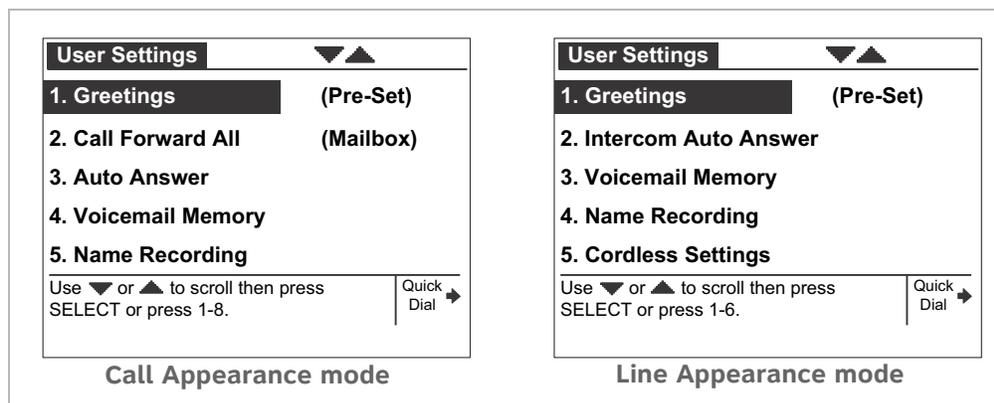
Figure 36. User Settings Menu

Table 17.   Deskset Menu − User Settings

Call Appearance mode	See page...	Line Appearance mode	See page...
1. Greetings	*110*	1. Greetings	*110*
2. Call Forward All	*113*	2. Intercom Auto Answer	*115*
3. Auto Answer	*115*	3. Voicemail Memory	*116*
4. Voicemail Memory	*116*	4. Name Recording	*117*
5. Name Recording	*117*	5. Cordless Settings	*119*
6. Cordless Settings	*119*	6. Password	*122*
7. Password	*122*	7. Voicemail to Email	*123*
8. Voicemail to Email	*123*		

To display the User Settings menu:

1. Press **MENU** and then **2**. The **User Settings** menu appears.

2. If you have set a user password, the **User Password** screen appears before the **User Settings** menu appears.

```
┌─────────────────────────────────────────┐
│ User Password                            │
│                                          │
│        Enter user password:              │
│                                          │
│                     ▐                    │
│                                          │
│                                          │
│                                          │
│ Use dial pad to enter user password. │Quick│
│ Press SELECT when done.              │Dial →│
│         Backspc              Cancel      │
└─────────────────────────────────────────┘
```
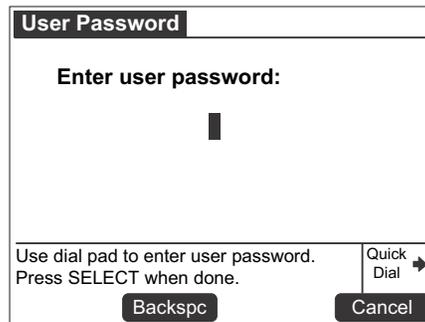
■ Enter your password and press **SELECT**.

■ To correct errors, use the `Backspc` key.

■ To cancel your changes on that screen, press `Cancel` at any time. The Deskset 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:

1. Press **MENU**, then **2**, and then **1** to display the **Message Greetings** menu.

```
┌─────────────────────────────────────────┐
│ Message Greetings      ▼▲                │
│ 1. Current Greeting    ◀ Primary ▶       │
│ 2. Play/Rec Primary Greeting             │
│ 3. Play/Rec Alternate Greeting           │
│ 4. Play Pre-Set Greeting                 │
│                                          │
│ Use ▼ or ▲ to move highlight.    │Quick│ │
│ Use ◀ or ▶ to cycle through options. │Dial →│
│    Save                                  │
└─────────────────────────────────────────┘
```
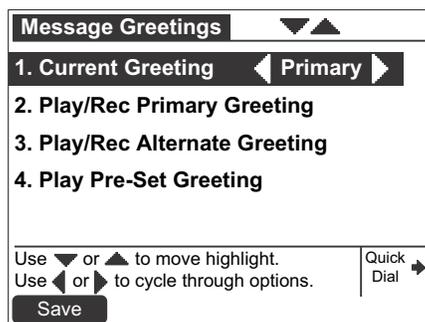
■ Press ◁ or ▷ to select the **Pre-Set**, **Primary**, or **Alternate** greeting to be played to external callers.

■ To record a new **Primary** or **Alternate** greeting, see *"Recording a Greeting" on page 111*.

> **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, the **User Settings** menu appears.

    ■ If a greeting has not been recorded, the **Greeting Not Recorded** screen appears and the **Pre-Set Greeting** is used. The **User Settings** menu appears.

```
┌─────────────────────────────────────┐
│ User Settings          ▼▲            │
├─────────────────────────────────────┤
│ 1. G┌──────────────────────────┐     │
│     │   Greeting Not Recorded   │     │
│ 2. C│                           │     │
│     │                           │     │
│ 3. A│  Pre-Set greeting will be used │ │
│ 4. V│        instead.           │     │
│     │                           │     │
│ 5. N└──────────────────────────┘     │
│ Use ▼ or ▲ to scroll then press  Quick │
│ SELECT or press 1-8.             Dial ➤│
└─────────────────────────────────────┘
```
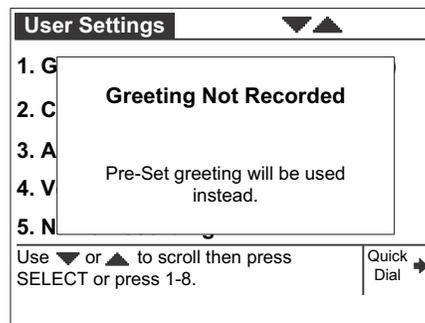
Recording a Greeting

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:

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.

3. To record your greeting, press **Record** . The recording screen appears.

```
┌─────────────────────────────────────┐
│ Play/Rec Greeting                   │
├─────────────────────────────────────┤
│ Primary Greeting                    │
│ RECORDING                           │
│                                     │
│ Duration:   10s        Max allowed: 60s │
│ ▇▇▇▇▇▇▇░░░░░░░░░░░░░░░░░░░░░░░░░░░░░ │
│                                     │
│ Record for up to one minute. Press  Quick │
│ Stop when done.                  Dial ➤│
│               Stop                  │
└─────────────────────────────────────┘
```
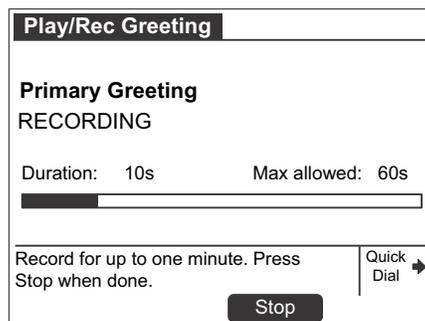
4. Press **Stop** when you are finished. The message review screen appears.

```
┌─────────────────────────────────────────┐
│ Play/Rec Greeting                        │
│                                          │
│ Primary Greeting                         │
│                                          │
│                                          │
│ Duration:   10s          Max allowed:  60s│
│ ███████▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁▁  │
│                                          │
│                              Quick   ➜   │
│                              Dial        │
│   Play      Delete    Record      Exit   │
└─────────────────────────────────────────┘
```

5. Press   Play   to review the message. The recording is saved until you press Record
    again or you press Delete .

    ───

    🛈   If you delete the greeting that was set as the Current Greeting, the **Pre-Set**
    NOTE greeting becomes the Current Greeting for your voicemail.

    ───

6. Press   Exit   to return to the **Message Greetings** menu.

Call Forward All and Call Forward–No Answer

Call Forward All and Call Forward–No Answer redirect incoming calls. Once your Deskset forwards a call, you cannot answer the call at your Deskset.

- **Call Appearance mode only—**You can set **Call Forward All** to redirect calls to your voicemail or Group Mailbox, an extension, a phone number, Auto Attendant, or Ring Group. Your Deskset does not ring, but a message screen appears to confirm that the call was forwarded. Your Deskset does not record the call in its Call Log. Your company's caller ID is attached to calls that Call Forward All sends to external numbers. The default destination is voicemail.

  To turn Call Forward All on or off, press `CallFwd` when the Deskset is idle. When activated, `FWD ON` appears in the upper right corner of the display. Call Forward All overrides the Call Forward–No Answer setting set by your system administrator.

  You can set the Call Forward All destination in the **User Settings** menu or using the WebUI. See *"Basic Settings" on page 129*.

- **Call Forward–No Answer** can only be set by the system administrator. This setting determines the delay of, and the destination for, unanswered calls for each extension. The default destination is voicemail.

  When your system is in Line Appearance mode, your system administrator can set a Call Forward–No Answer destination for each line on your Deskset, as well as for Intercom calls. For your Deskset's settings, ask your system administrator.

  The Call Forward–No Answer setting does not apply to Ring Group calls.

  Call Appearance mode only—The Call Forward–No Answer setting does not apply to incoming calls at extensions that are part of a Call Queue. See *"Answering Calls in the Call Queue" on page 39*.

To set the Call Forward destination:

1. Press **MENU**, then **2**, and then **2**. The **Call Forward All** menu appears.

```
┌─────────────────────────────────────────────┐
│ Call Forward All          ▼▲                 │
│                                              │
│ Target:              ◀ Mailbox ▶             │
│ to Mailbox:          [Personal]              │
│                                              │
│                                              │
│                                              │
│ Press ▼ or ▲ to move highlight.   │ Quick ➤ │
│ Use ◀ or ▶ to cycle through options.│ Dial   │
│   Save                                       │
└─────────────────────────────────────────────┘
```

2. Press ◁ or ▷ to select one of the following targets:

   - **Mailbox**. Press ▽ to move to the **to Mailbox:** field and select your personal mailbox or a Group Mailbox (if enabled).

   - **Ext**. Press ▽ to move to the **to Ext:** field and enter a valid extension number.

- **Phone #**. Press ▽ to move to the **to Phone #:** field and enter a valid phone number. Enter a preceding 9 or whatever digit, if any, that must be dialed for external calls.

- **AutoAtt**. Press ▽ to move to the **to AutoAtt:** field and select an Auto Attendant.

- **RingGrp**. Press ▽ to move to the **to RingGrp:** field and select a Ring Group.

> ℹ️ **NOTE**   If your system has no Ring Groups, this option does not appear.

3. To confirm the change, press Save . The **User Settings** menu appears. An error message appears if:

    - you entered an invalid extension number

    - your system administrator has disabled call forwarding/transferring to an outside line

    - you entered a restricted number.

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**
>
> In Line Appearance mode, Auto Answer applies to Intercom (extension to extension) calls only.
>
> DND and **Call Forward All** take priority over Auto Answer. If you have enabled **Call Forward All**, calls are forwarded before they can be Auto Answered. However, Auto Answer takes priority over the Call Forward-No Answer setting. See *"Call Forward All and Call Forward–No Answer" on page 113*.
>
> Auto Answer does not apply to Ring Group calls. See *"Incoming Call Indication" on page 34*.

To set Auto Answer:

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **3**.

   Line Appearance mode—Press **MENU**, then **2**, and then **2**.

   The **Auto Answer** screen appears. In Line Appearance mode, the **Intercom Auto Answer** screen appears.

```
Auto Answer              ▼▲
   Auto Answer      ◀  Disabled  ▶
   Delay               [5  sec]



Use ▼ or ▲ to move highlight.    Quick
Use ◀ or ▶ to cycle through options.  Dial
   Save
```
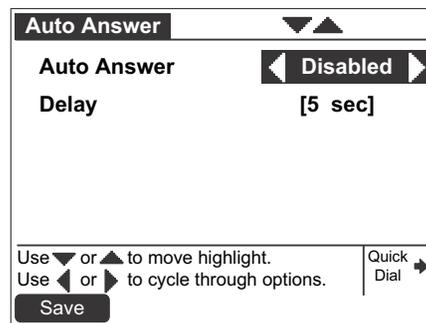
2. Press ◁ or ▷ to select either ◀ **Disabled** ▶ or ◀ **Enabled** ▶ .

3. Press ▽, and then ◁ or ▷ to select the 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 113*.

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

If your system administrator has enabled Direct Intercom on your Deskset, you cannot enable Auto Answer. The message "Auto Answer is currently unavailable" appears, as shown in *Figure 37 on page 116*.

```
┌────────────────────────────────────────┐
│ Auto Answer              ▼▲             │
│    ┌──────────────────────────────┐     │
│  A │  Auto Answer is currently    │  ▶  │
│  D │      unavailable.            │     │
│    │                              │     │
│    │   Contact your system        │     │
│    │     administrator.           │     │
│    └──────────────────────────────┘     │
│ Use ▼ or ▲ to move highlight.   │Quick │
│ Use ◀ or ▶ to cycle through options.│Dial ▶│
│  Save                                   │
└────────────────────────────────────────┘
```
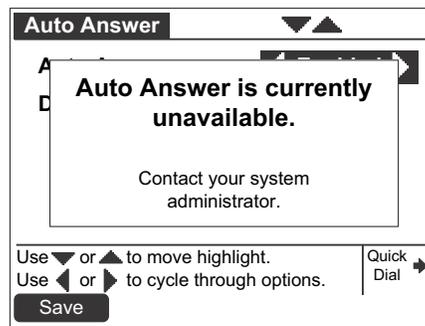
Figure 37. Auto Answer Unavailable Screen

Voicemail Memory

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

To access the Voicemail Memory screen:

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **4**.

   Line Appearance mode—Press **MENU**, then **2**, and then **3**.

   The **Voicemail Memory** status screen appears.

```
┌────────────────────────────────────────┐
│ Voicemail Memory                        │
│                                         │
│    There are 26 of 30 minutes           │
│    still available for messages.        │
│                                         │
│                                         │
│    For more memory, delete Voicemail    │
│    messages.                            │
│                                         │
│ Press Exit when done.          │Quick  │
│                                 │Dial ▶ │
│                              Exit       │
└────────────────────────────────────────┘
```
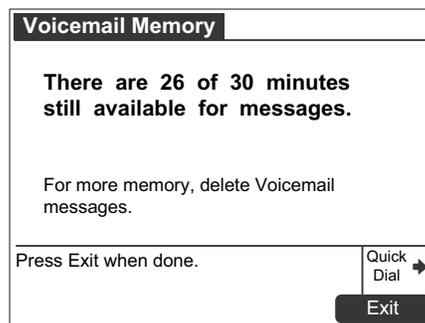
The **Voicemail Memory** screen displays the remaining minutes left for recording a message in voicemail. This screen is for informational purposes only.

2. Press **Exit** . The **User Settings** menu appears.

   > **ℹ NOTE** Even when this screen says **...0 of 30 minutes still available...**, there may still be enough time to record a short message and the **VM Full** status indicator may not appear.

Name Recording

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

To create a useful recording for incoming callers, you should say your name slowly, clearly, and at a reasonable volume. Your system administrator may also recommend that you state both your name and extension number. It is important that your recording be consistent with recordings at other extensions in the system.

To record and play a personal name:

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **5**.

    Line Appearance mode—Press **MENU**, then **2**, and then **4**.

    The **Name Recording** menu appears.

    ```
    ┌──────────────────────────────────────────┐
    │ Name Recording        ▼ ▲                │
    ├──────────────────────────────────────────┤
    │ 1. Play/Rec Personal Name                │
    │                                          │
    │ 2. Delete Personal Name                  │
    │                                          │
    │                                          │
    │                                          │
    │                                          │
    ├────────────────────────────┬─────────────┤
    │ Press ▼ or ▲ to scroll then press │ Quick   │
    │ SELECT or press 1-2.       │ Dial  ➤ │
    └────────────────────────────┴─────────────┘
    ```

2. Press **1** to display the **Play/Rec Name** screen.

    ```
    ┌──────────────────────────────────────────┐
    │ Play/Rec Name                            │
    │                                          │
    │  Personal Name                           │
    │                                          │
    │                                          │
    │  NAME NOT RECORDED                       │
    │  ┌────────────────────────────────────┐ │
    │  └────────────────────────────────────┘ │
    ├────────────────────────────┬─────────────┤
    │ Press Record to record name. │ Quick   │
    │                            │ Dial  ➤ │
    │              ┌────────┬────────┐        │
    │              │ Record │  Exit  │        │
    └──────────────┴────────┴────────┴────────┘
    ```

3. Press **Record** to record a personal name.

    > **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**.
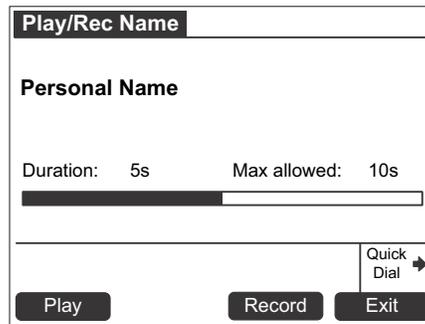
```
┌──────────────────────────────────────┐
│ Play/Rec Name                        │
│                                      │
│ Personal Name                        │
│                                      │
│                                      │
│ Duration:   5s        Max allowed:  10s │
│ ████████████████░░░░░░░░░░░░░░░░░░░  │
│                                      │
│                          Quick  ➜    │
│                          Dial        │
│   Play              Record    Exit   │
└──────────────────────────────────────┘
```

5. Press **Play** to review the recorded name.

6. Press **Exit** . The **Name Recording** menu appears.

To delete a personal name:

1. From the **Name Recording** menu, press **2** to delete the personal name. A confirmation screen appears.
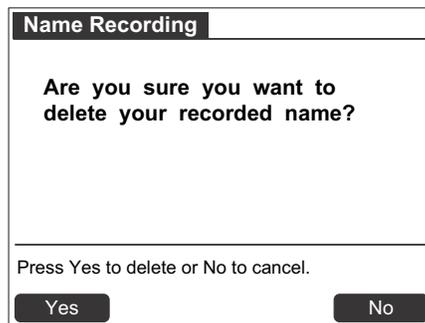
```
┌──────────────────────────────────────┐
│ Name Recording                       │
│                                      │
│   Are you sure you want to           │
│   delete your recorded name?         │
│                                      │
│                                      │
│                                      │
│ Press Yes to delete or No to cancel. │
│   Yes                         No     │
└──────────────────────────────────────┘
```

2. Press **Yes** to confirm.

After you delete your recorded name, the Auto Attendant will announce your extension number instead.

Registering an Optional Cordless Headset

You can register only one AT&T DECT 6.0 cordless headset to a Deskset. 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 AT&T cordless headset:

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **6**.

    Line Appearance mode—Press **MENU**, then **2**, and then **5**.

    The **Cordless Headset Registration** screen appears.

    > ℹ️ **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 before you press `Register` on the Deskset.

Cordless Headset Registration
Cordless Headset is currently Not Registered
Place Cordless Headset in charger. Press Register to begin process.   Quick Dial ➤
`Register`   Exit
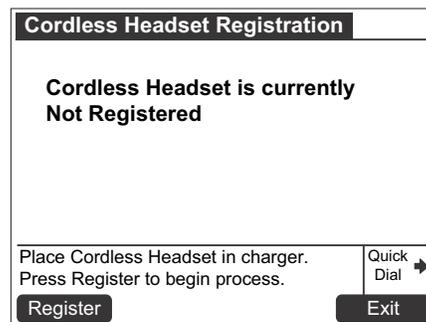
2. Press `Register` . **Registration in Progress…** appears while the Deskset searches for the headset.

3. When registration is complete, **Cordless Headset is currently Registered** appears and the cordless headset **ON/OFF** light turns solid blue.

4. Press `Exit` . The User Settings menu appears.

    > ℹ️ **NOTE**   Registration can be terminated by pressing **CANCEL** on the Deskset.
    >
    > If the cordless headset is registered to another Deskset, it must be deregistered first. See *"Deregistering a Cordless Headset" on page 120*.

Deregistering a Cordless Headset

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

To deregister the AT&T cordless headset:

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **6**.

    Line Appearance mode—Press **MENU**, then **2**, and then **5**.

    The **Cordless Headset Registration** screen appears.

    ```
    ┌────────────────────────────────────────┐
    │ Cordless Headset Registration          │
    │                                        │
    │   Cordless Headset is currently        │
    │   Registered                           │
    │                                        │
    │                                        │
    │                                        │
    │ Press DeReg to deregister the Cordless │ Quick │
    │ Headset.                               │ Dial ➜│
    │            [ DeReg ]          [ Exit ] │
    └────────────────────────────────────────┘
    ```
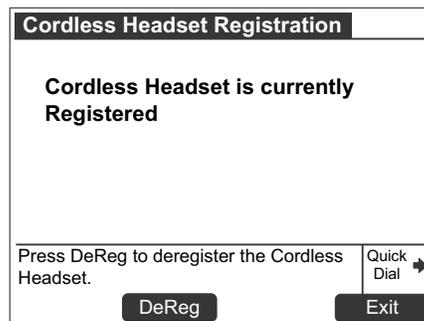
2. Press **DeReg** . The confirmation message appears.

3. Press **Yes** to confirm deregistration.

    The Deskset screen displays **Cordless Headset is currently Not Registered**.

    ```
    ┌────────────────────────────────────────┐
    │ Cordless Headset Registration          │
    │                                        │
    │   Cordless Headset is currently        │
    │   Not Registered                       │
    │                                        │
    │                                        │
    │                                        │
    │ Place Cordless Headset in charger.     │ Quick │
    │ Press Register to begin process.       │ Dial ➜│
    │ [ Register ]                 [ Exit ]  │
    └────────────────────────────────────────┘
    ```
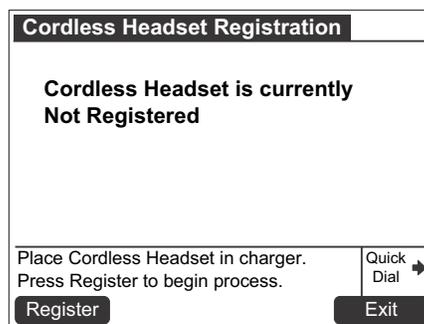
    The cordless headset **ON/OFF** light slowly flashes.

4. Press **Exit** . The **User Settings** menu appears.

Deregistering the Cordless Headset without the Deskset

The cordless headset can also be deregistered using the headset. You can use this method when you cannot use the Deskset for standard deregistration. The Deskset may be out of range or may have been removed from the system.

To deregister the cordless headset when the Deskset is not available:

1. On the cordless headset, press **VOL+** –> **MUTE** –> **VOL–** –> **MUTE** –> **VOL+** –> **VOL–** –> **MUTE**.

Cordless Headset Registration and Deregistration Time-Out

> **NOTE** If the cordless device is registered to another Deskset or telephone, it must be deregistered first. See *"Deregistering a Cordless Headset" on page 120*.

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

If the registration process times out, the Deskset displays **Registration Failed** and the cordless headset resets itself. The Deskset returns to the Cordless Headset Registration screen.

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, as described in *"To register the AT&T cordless headset:" on page 119*.

Setting and Changing Your Password

Use the **Password** menu to set, change, or clear your password. This setting can also be controlled on the WebUI.

Once the password has been cleared, password entry is no longer necessary for User Settings, voicemail and the WebUI.

To set, change or clear your password:

1. **Call Appearance mode**—Press **MENU**, then **2**, and then **7**.

   Line Appearance mode—Press **MENU**, then **2**, and then **6**.

   The **Password** menu appears.

```
┌──────────────────────────────────────┐
│ Password              ▼▲             │
├──────────────────────────────────────┤
│ 1. Set/Change User Password          │
│                                      │
│ 2. Clear User Password               │
│                                      │
│   Clearing the password will make    │
│   password entry unnecessary.        │
│                                      │
│                                      │
│ Use ▼ or ▲ to scroll then press │Quick│
│ SELECT or press 1-2.             │Dial▶│
└──────────────────────────────────────┘
```
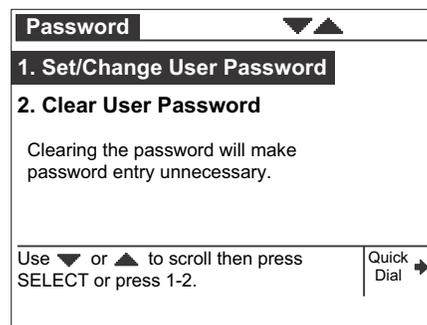
2. To set or change your password, press **1**.

   ▪ Use the dial pad to enter a password of up to six digits.

   ▪ To correct errors, press **Backspc** , or to start over, press **Delete** .

   ▪ Press ▽ and enter the new password again.

```
┌──────────────────────────────────────┐
│ Set/Change Password  ▼▲             │
├──────────────────────────────────────┤
│ Enter Password:          ▉           │
│                                      │
│ Confirm Password:                    │
│                                      │
│   Enter up to 6 digits.              │
│                                      │
│                                      │
│ Use the dial pad to enter user   │Quick│
│ password twice. Press Save when done.│Dial▶│
│  Save      Delete    Backspc         │
└──────────────────────────────────────┘
```
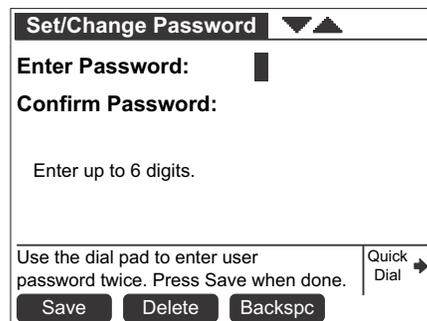
   ▪ To accept the change, press **Save** . The **Password Saved** screen appears, and then the **User Settings** menu appears.

3. To clear your password, press **2**.

   ▪ Press **Yes** to confirm that you want to clear your password. The **Password** menu appears.

Setting the Voicemail to Email Mode

The Voicemail to Email feature converts new voicemail messages to .WAV files and sends them to your email account as an attachment. You can also choose to receive an email notification of a new message without the .WAV attachment.

1. **Call Appearance mode**—Press **MENU**, then **2**, and then **8**.

    Line Appearance mode—Press **MENU**, then **2**, and then **7**.

    The **Voicemail to Email** menu appears.

NOTE The **Voicemail to Email** menu is available only if this feature has been enabled for your Deskset.

Voicemail to Email
Current Mode:
◀ **Email Copy** ▶
Press ◀ or ▶ to cycle through options.   Quick Dial ▶
Save
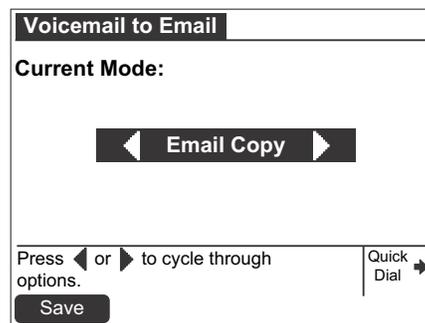
2. Press ◁ or ▷ to select the desired Voicemail to Email mode:

    ■ **OFF**

    ■ **Email Copy**: Voicemail messages will be emailed to you as audio file attachments.

    ■ **Email Notification**: You will receive email notifying you of new voicemail messages.

3. Press **Save** . The **User Settings** menu appears.

Admin Settings

NOTE The Admin Settings are determined by your system administrator. Only someone with access to the system administrator's password can change the Admin Settings.

To display the Admin Settings menu:

1. Press **MENU**, and then **3**. You then must enter the Admin password before you can view the Admin Settings menu.

```
 ┌──────────────────────────────────────────┐
 │ ▣ Menu                    ▼▲              │
 │                                           │
 │  1. Deskset Settings                      │
 │                                           │
 │  2. User Settings                         │
 │                                           │
 │  3. Admin Settings                        │
 │                                           │
 │  4. Deskset Information                    │
 │                                           │
 │  5. Auto Attendant Settings               │
 │ ─────────────────────────────┬──────────  │
 │ Use ▼ or ▲ to scroll then press│ Quick    │
 │ SELECT or press 1-5.           │ Dial  ➜  │
 └──────────────────────────────────────────┘
```
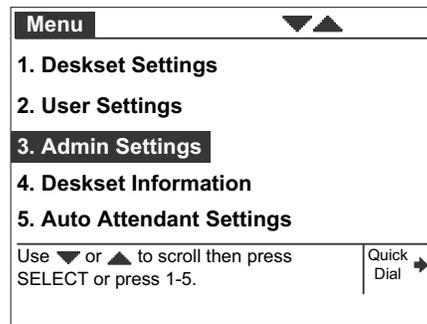
For more information on these settings, see the Synapse Administrator's Guide, available for download at **www.telephones.att.com/synapseguides**.

Deskset Information

Use the **Deskset Information** screen, shown in Figure 38, to find the Deskset's IP Address, which you will need to access the WebUI. The other Deskset information may be used by your system administrator or the installer.

Deskset Information ▼		Deskset Information ▲	
Model No:	SB67035	P Firmware Ver:	3.1.1
Status:	Synchronized*	V Firmware Ver:	D023
IP Address:	192.168.0.101	S Series:	1.14.2
MAC Address:	00:11:A0:11:EA:4D	Hardware Ver:	1
Serial No:	GG20013043	Handset:	Registered
Boot Ver:	2.7.1	Headset:	Not Registered
P Firmware Ver:	3.1.1	Local Address:	169.254.6.174
Use ▼ or ▲ to scroll. Press Exit when done.	Quick Dial ➜	Use ▼ or ▲ to scroll. Press Exit when done.	Quick Dial ➜
	Exit		Exit
Deskset Information, Page 1		**Deskset Information, Page 2**	

Figure 38. Deskset Information

To display Deskset Information:

1. Press **MENU** and then **4**. The **Deskset Information** screen appears.

    The model number, device status, IP Address, and Firmware number are listed with other information.

2. Press $\triangledown$ to view additional information.

3. Press █ **Exit** █ to return to the main menu.

Using Do Not Disturb (DND)

Do Not Disturb (DND) silences incoming ringing and paging. You can still answer incoming calls when DND is on. The incoming call screen appears and the Call Appearance or Line Appearance LED flashes.

To enable or disable Do Not Disturb:

1. From the Idle screen, press DND . If necessary, press More 2/2 to display DND . DND ON appears in the top right of the Idle screen.

> ```
> 12:30PM  Thu  Feb  25  2010    ▼▲  DND ON
>
> EXT  249
> John Smith
> 2 New Missed Calls
> 5 New Messages
>
> Press ▼ or ▲ to move highlight, then   Quick
> press SELECT.                           Dial
>    DND      CallFwd      Page      More 1/2
> ```
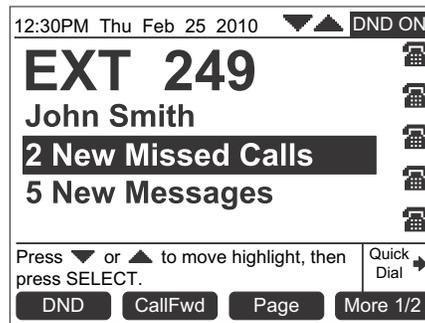
2. Press DND to turn DND off. DND ON disappears from the screen.

> ℹ **NOTE** **Call Appearance mode**—The DND indicator only appears 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.

Auto-Attendant Settings

If your system administrator has set your extension as an Auto Attendant Manager, you can use the Deskset to manage one or more Auto Attendants.

To manage the Auto Attendant Settings:

1. Press **MENU** to display the **Menu** with a fifth item, **Auto Attendant Settings**.

> ```
> Menu                    ▼▲
>
> 1. Deskset Settings
>
> 2. User Settings
>
> 3. Admin Settings
>
> 4. Deskset Information
>
> 5. Auto Attendant Settings
>
> Use ▼ or ▲ to scroll then press   Quick
> SELECT or press 1-5.               Dial
> ```
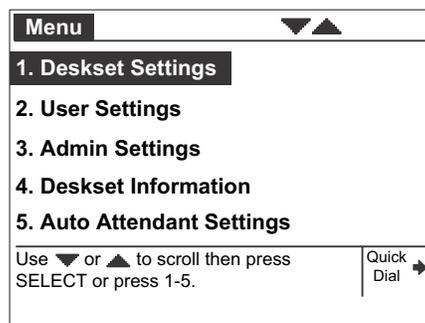
2. Press **5** to display the **Auto-Attendant Settings**. The screen displays a list of Auto Attendants that you can manage.

```
┌─────────────────────────────────────────┐
│ Auto Attendant Settings ▼▲              │
├─────────────────────────────────────────┤
│ Parts                                   │
│                                         │
│ Service                                 │
│                                         │
│ Sales                                   │
│                                         │
│                                         │
│                                         │
│ Use ▼ or ▲ to scroll then press  │Quick │
│ SELECT to edit settings.         │Dial ➤│
│                                         │
└─────────────────────────────────────────┘
```
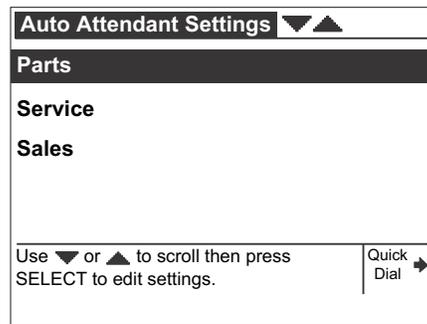
3. Highlight the name of the Auto Attendant you want to manage and press **SELECT**.

4. Press ◁ or ▷ to select **Scheduled**, **OFF**, or **Manual**.

```
┌─────────────────────────────────────────┐
│ Auto Attendant Settings                 │
├─────────────────────────────────────────┤
│ Sales                                   │
│                                         │
│          ◀ Scheduled ▶                  │
│                                         │
│                                         │
│ Press ◀ or ▶ to cycle through   │Quick │
│ options.                         │Dial ➤│
│   Save                                  │
└─────────────────────────────────────────┘
```
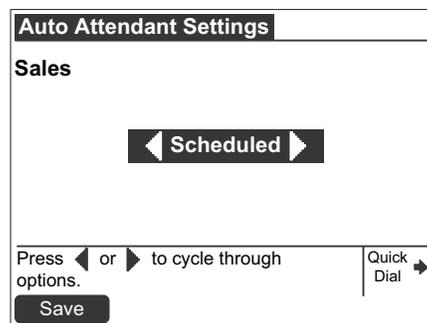
■ **Scheduled**: Turns the selected Auto Attendant on. Incoming calls are forwarded to an Auto Attendant menu or destination according to the weekly schedule that the system administrator has set.

■ **OFF**: Turns the Auto Attendant off. Incoming calls are forwarded to the destination that the system administrator has set.

■ **Manual**: Immediately forwards incoming calls to the Auto Attendant menu that the system administrator has set. No weekly schedule applies.

NOTE   **Line Appearance mode—**For these settings to come into effect, the system administrator must set the Call Forward–No Answer destination as the Auto Attendant. When the Auto Attendant is set to **Scheduled** or **Manual**, extensions may ring for incoming calls, but if the calls are not answered, they will be directed to the Auto Attendant.

---

5. Press   **Save**   to save the setting. The list of Auto Attendants appears.

WEB INTERFACE

Use an Internet browser to access the Web User Interface (WebUI) that resides on the Deskset. See *"Accessing the Web User Interface (WebUI)" on page 128.* After you log on to the WebUI, you can configure the following features:

- *"Basic Settings" on page 129*

- *"Personal Directory" on page 131*

- *"Quick-Dial Keys" on page 133*

- *"Voicemail Distribution" on page 134.*

You can also view the Deskset Help from the WebUI. See *"Help" on page 137.*

Accessing the Web User Interface (WebUI)

To access the WebUI:

1. Ensure that your computer is connected to the same network as the Synapse system. Your computer may already be connected to the network through the PC port on the back of a Deskset.

2. On the Deskset, press **MENU** and then **4** to display **Deskset Information**.

3. On the **Deskset Information** screen, find the IP Address.

Deskset Information ▼	
Model No:	SB67035
Status:	Synchronized*
IP Address:	192.168.0.101
MAC Address:	00:11:A0:11:EA:4D
Serial No:	GG20013043
Boot Ver:	2.7.1
P Firmware Ver:	3.1.1

Use ▼ or ▲ to scroll. Press Exit when done.   Quick Dial ▶

Exit

4. On your computer, open an Internet browser.

5. Type the Deskset IP address in the browser address bar, and press **ENTER** on your computer keyboard.

192.168.0.101

6. A **Login** page appears.

Login

Login Name:

Password:

Login

Login Name: Users should enter the extension number. Administrators should enter the Administrator ID.

Password: If there is an Extension password, the User should enter that password. If there is no Extension password, the User should leave the password field blank. Administrators should enter the administrator password.

7. Under **Login Name**, log on as a user by typing your extension number.

8. Enter your password if you have created one (see *"Setting and Changing Your Password" on page 122*). Otherwise, leave the password blank.

9. Click **Login**.

   ■ You can create or change your user password once you are logged on.

   ■ The **Basic Settings** page shown in *Figure 40 on page 129* appears.

⚠️ CAUTION *Changing a setting does not instantly apply the new value. Clicking* **Apply** *saves and applies all changes on that page.*

Error Handling

If you type an invalid value into one of the WebUI fields and click **Apply**, the page is not saved. The WebUI displays an error message at the top of the page. The field with the incorrect value is highlighted in yellow, as shown in Figure 39. You can view a more detailed error description by resting your mouse pointer on the highlighted field.

Figure 39. WebUI Error Indication

Basic Settings

The remaining procedures in this chapter assume that you are already logged on to the WebUI. See *"Accessing the Web User Interface (WebUI)" on page 128*.

After logging on, the **Basic Settings** page appears as shown in Figure 40. Your **Extension Name**, which the system administrator enters, is displayed on internal calls. In Call Appearance mode, callers using the Auto Attendant can search for your Extension Name to reach your extension.
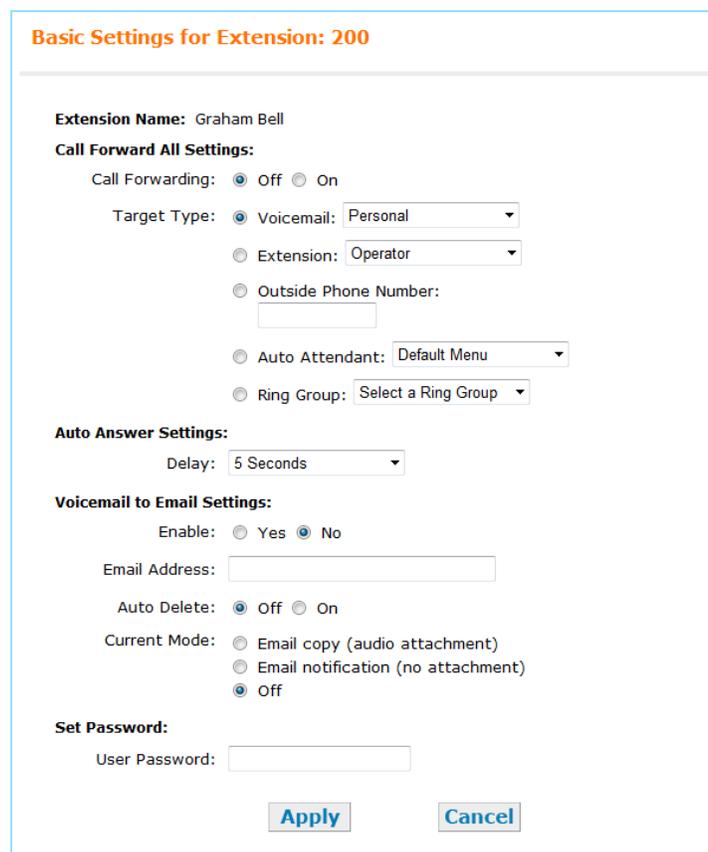
Figure 40. WebUI Basic Settings (Call Appearance mode shown)

To modify the Basic Settings:

Call Appearance mode

1. Set the **Call Forward All Settings**. When on, Call Forward All forwards calls to the target you select, and your Deskset does not ring.

    a. Turn **Call Forwarding** Off or On.

    b. Select the **Target Type**.

        ❑ **Voicemail**: Select either **Personal** or, if your system has Group Mailboxes, one of the Group Mailboxes.

        ❑ **Extension**: Select an extension number or the Operator extension.

        ❑ **Outside Phone Number**: Enter an external telephone number. Enter a preceding **9** or whatever digit, if any, that you would dial for an external call. For example, enter your cell phone number as the Outside Phone Number to have all calls forwarded to your cell phone. This option does not appear if your system administrator has disabled call forwarding/transferring to an outside line. An error message appears after you click Apply if you enter a restricted number.

        ❑ **Auto Attendant**: Select an appropriate Auto Attendant. Your callers will be directed to the Auto Attendant you select.

        ❑ **Ring Group**: Select a Ring Group.

Call Appearance mode

2. Under **Auto Answer Settings**, select an Auto Answer delay or disable Auto Answer if it was previously enabled from the Deskset. See *"Auto Answering" on page 38* and *"Automatic Answering" on page 115*.

Line Appearance mode

Under **Intercom Auto Answer**, select an Auto Answer delay or disable Auto Answer if it was previously enabled from the Deskset.

3. Configure the **Voicemail to Email Settings**:

    a. Click **Yes** or **No** to enable or disable Voicemail to Email for this extension.

    b. Enter your Email Address. Audio files or notifications will be sent to this address.

    c. Click **Off** or **On** to disable or enable Auto Delete. When on, messages are automatically deleted from your personal mailbox once they are sent to email as audio files. This setting does not apply to Group Mailboxes.

    d. Select the **Current Mode** for Voicemail to Email.

        ●   Email copy (audio attachment)

        ●   Email notification (no attachment)

        ●   Off.

4. Under **Set Password**, create or change your Deskset password. The password must consist of up to 6 digits.

5. Click **Apply** to save your changes.

Personal Directory

To allow easy dialing, you can create a **Personal Directory** (referred to as the **Personal** list on the Deskset) that is only available from your extension. Your administrator can also create a System Directory of names and phone numbers (referred to as **System** list on the Deskset) that is available to all extensions.

To add an entry to the Extension Directory:

1. In the navigation menu at left, click **Personal Directory**. The **Directory List** page appears.

   Directory List for Extension: 201

   Add New Entry

   Delete Selected Entries   **Sort By Last Name**

2. Click **Add New Entry**. The **Add Personal Directory List Entry** page appears.

   Add Personal Directory List Entry

   First Name: _____

   Last Name: _____

   Phone Number: _____

   For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).

   Apply   **Cancel**

3. Complete the form with the desired information.

4. Click **Apply** to save. The Directory List appears with the entries added.

   Directory List for Extension: 201

   Add New Entry

   Delete Selected Entries   **Sort By Last Name**

☐ **ABC Accountants**	9-1-503-555-0194	[Edit]
☐ **Angela Martin**	9-1-732-555-7318	[Edit]
☐ **Davis Carterer**	9-1-317-555-0129	[Edit]
☐ **Graham Bell**	9-1-232-555-0176	[Edit]
☐ **Mary Williams**	9-1-888-722-7702	[Edit]

To edit Personal Directory entries:

1. In the navigation menu at left, click **Personal Directory**. The **Directory List** page appears.

    Directory List for Extension: 201

Add New Entry	
Delete Selected Entries	Sort By Last Name

☐	ABC Accountants	9-1-503-555-0194	[Edit]
☐	Angela Martin	9-1-732-555-7318	[Edit]
☐	Davis Carterer	9-1-317-555-0129	[Edit]
☐	Graham Bell	9-1-232-555-0176	[Edit]
☐	Mary Williams	9-1-888-722-7702	[Edit]

2. Click **[Edit]** next to the entry to be edited. The **Edit Personal Directory List Entry** page appears.

    Edit Personal Directory List Entry

    First Name: Graham

    Last Name: Bell

    Phone Number: 92325550176

    For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).

Apply	Cancel

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 Personal Directory entries:

1. In the navigation menu at left, click **Personal Directory** to display the Directory List.

2. To sort entries by last name, click **Sort By Last Name**. The button 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 on the next time.

3. To delete Directory entries:

    a. Click the check boxes for the entries you want to delete.

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

Quick-Dial Keys

To add or edit quick-dial entries:

1. In the navigation menu at left, click **Quick Dial Keys**. The **Quick Dial Keys** page appears.

2. Enter names and telephone numbers or extensions in the **Name** and **Number** columns. If it is an external phone number, enter a **9**, or whatever digit, if any, that must be dialed first to indicate this is an external call.

    To edit or delete an entry, type over the entry.

3. To save the entries, click **Apply**, or to reject the changes, click **Cancel**.

4. Press the key to the right of the _{Quick Dial} label on the Deskset to verify that the entries have been added or edited.
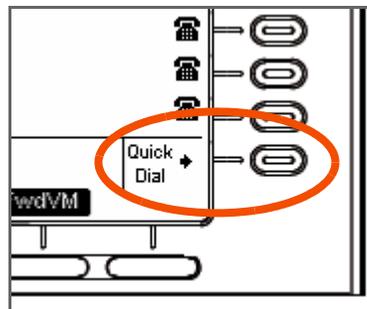
> **ⓘ NOTE** **Call Appearance mode only**—If your system administrator has set up your phone to access the Call Queue, the quick-dial key is replaced by the Call Queue key. See *"Answering Calls in the Call Queue" on page 39*. Quick-dial keys will not be available on your Deskset unless the system administrator enables the quick-dial key again.

Voicemail Distribution

If you enable voicemail distribution, you can leave new messages or forward existing messages to lists that you create in the WebUI. This feature is disabled by default. If you enable this feature, there will be an additional step every time you press **MESSAGES** to access your voicemail. See *"Accessing Your Messages" on page 79.*

To enable and disable voicemail distribution lists:

1. In the navigation menu at left, click **Voicemail Distribution** to display the **Voicemail Distribution Lists** page.

    If you have previously enabled voicemail distribution and created one or more voicemail distribution lists, the existing voicemail distribution lists appear.

    Voicemail Distribution Lists for Extension: 200

    Voicemail Distribution is currently: Enabled

    Disable Voicemail Distribution

Name	**Members**	
Product Development	7	View/Edit
Sales	5	View/Edit
Service	3	View/Edit
Warehouse	2	View/Edit

    Create New Distribution List

2. Click Enable Voicemail Distribution to enable or Disable Voicemail Distribution to disable voicemail distribution.

To create a voicemail distribution list:

1. In the navigation menu at left, click **Voicemail Distribution** to display the **Voicemail Distribution Lists** page.

2. Click   Create New Distribution List   . The **Create Distribution List** page appears.

3. Enter a **Name** for the voicemail distribution list.

4. Assign **Distribution List Members**.

   Select one or more extensions from the **Available Extensions** list and click   Add >   .

   OR

   Select one or more extensions to remove from the **Distribution List Members** list and click   < Remove   .

5. Click   Apply   to save these settings or click   Cancel   to return to the previous page without saving the changes.

To edit or delete a voicemail distribution list:

1. In the navigation menu at left, click **Voicemail Distribution** to display the **Voicemail Distribution Lists** page.

2. Click View/Edit for the distribution list you want to edit or delete. The **Edit Distribution List** page appears.

Edit Distribution List

Name: Product Development

Distribution List Members:

Available Extensions		Distribution List Members
201 207 213 214 215 218 219 220	Add > < Remove	227 229 235 240 241 243 244

Apply   Cancel   **Delete Distribution List**

3. Optional: Click Delete Distribution List to delete this distribution list, and then go to Step 6.

4. Edit the distribution list **Name** as needed.

5. Assign **Distribution List Members**.

    Select one or more extensions from the **Available Extensions** list and click Add > .

    OR

    Select one or more extensions from the **Distribution List Members** list and click < Remove .

6. Click Apply to save these settings or click Cancel to return to the previous page without saving the changes.

Help

To access WebUI Help:

1. In the navigation menu at left, click **Help**.

    A PDF Help file opens.
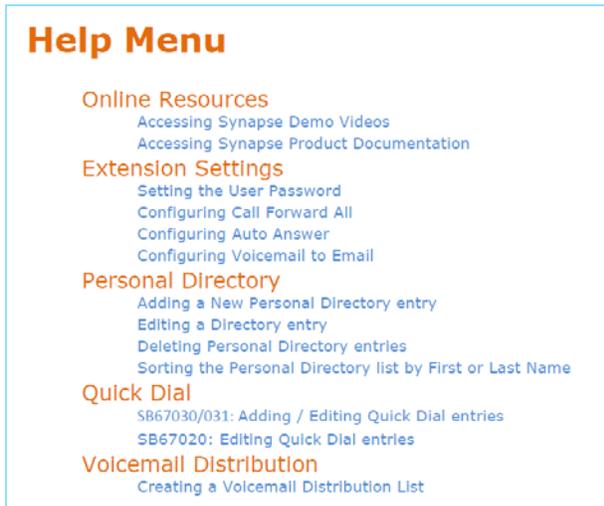
2. To view a topic, click the link for that topic. The page for that topic appears.
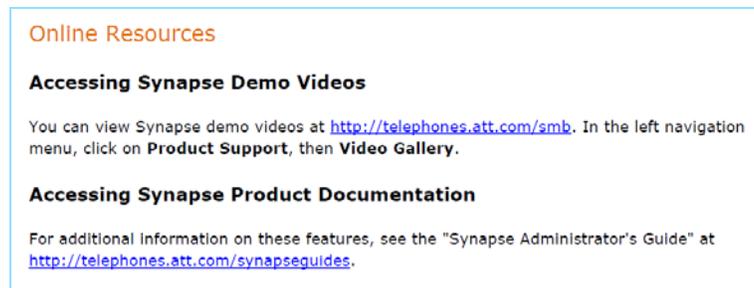
TROUBLESHOOTING

If you have difficulty operating your Deskset and accessories, try the following suggestions in this section:

- *"Common Troubleshooting Procedures" on page 139*
- *"Display Messages" on page 140*
- *"Calls Generally" on page 142*
- *"Incoming Calls" on page 146*
- *"Outgoing Calls" on page 149*
- *"Voicemail" on page 151*
- *"Other Deskset Features" on page 153*
- *"WebUI" on page 155*
- *"PC/Deskset Interaction" on page 156*
- *"AT&T DECT 6.0 Cordless Headset" on page 157.*

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**.

Common Troubleshooting Procedures

Follow these procedures to resolve common issues.

Resolving General Functional Issues

To resolve a blank screen or device that does not work at all:

- Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch.

- Verify that the AC power outlet has power. Try 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 on the device.

- The system devices are not immediately active when powered up and after a power interruption. Allow at least 30 seconds for the device to boot up.

- If the Deskset is using Power over Ethernet (PoE), ask your system administrator to confirm that the PoE switch is working correctly.

To resolve a sluggish, unresponsive, or unusually behaving device:

Reset the device by pressing the **RESET** button on the back of the Deskset for less than five seconds or by removing and restoring AC power.
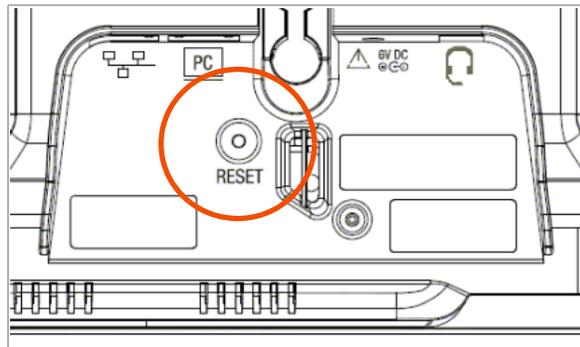
⚠ **CAUTION** *Pressing the **RESET** button for more than five seconds will erase all data and settings.*

To restore a Deskset to factory defaults:

Insert a pen or paper clip into the Reset hole on the back of the Deskset and press the **RESET** button for more than five seconds.

To resolve problems with a cordless device:

For features or audio problems, make sure that the Deskset associated with the cordless device does not share the problem. If it does, look in Deskset Troubleshooting. See *"Other Deskset Features" on page 153*.

1. Verify that the device battery has power.

    ■   When removed from the charger, the cordless headset emits a dial tone or three beeps when you press **ON**/OFF.

2. Verify that the Deskset **Cordless Headset Registration** screen indicates that the headset is registered. See *"Registering an Optional Cordless Headset" on page 119*.

3. If the headset is not registered, register it. See *"Registering an Optional Cordless Headset" on page 119*.

Display Messages

The screen is blank or the Deskset menu does not work.

Probable Cause	Corrective Action
There may be no power or the Deskset may need to be reset.	■ See *"To resolve a blank screen or device that does not work at all:" on page 139*. ■ Reset the Deskset to factory defaults. Disconnect the LAN cable and insert a pen or paper clip into the reset hole and press for more than five seconds.

The screen displays Joining Site… for more than one minute.

Probable Cause	Corrective Action
The Gateway is failing to synchronize with a Deskset configured for a different system configuration.	■ Always disconnect the LAN cable before restoring factory defaults (by pressing the **RESET** button more than five seconds).

The screen displays Network Down.

Probable Cause	Corrective Action
The Ethernet cable is unplugged.	■ Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the device and that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet port is green. If it is not, unplug the cable and plug it in again.

Probable Cause	Corrective Action
There may be a problem with the office network.	■ Check if other network devices, such as computers, are communicating with the network. If not, contact your IT administrator.

The screen displays Synch Failed.

Probable Cause	Corrective Action
The device synch failed when trying to connect to the system.	■ Reset the device. Insert a pen or paper clip into the reset hole and press for more than five seconds.
The maximum number of that type of device has been reached.	■ A device must be removed from the network and deleted from the system before another device can be added.
The same Deskset extension number already exists.	■ Reset the Deskset to factory defaults without the network cable connected. Use a paper clip to press and hold the reset switch for more than five seconds.
The device software version is different than the rest of the system.	■ Ask your system administrator to update all devices to the current software version.

The device screen displays Synchronizing….

Probable Cause	Corrective Action
Not enough time has elapsed.	■ The device may display **Synchronizing…** for a few seconds. This is normal and does not indicate a problem.

Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing….

Probable Cause	Corrective Action
The Deskset may have an incompatible software version.	■ Ask your system administrator to update your Deskset to the current software version.

Calls Generally

Calls are dropped.

Probable Cause	Corrective Action
Restoring Deskset settings or updating software while that extension is in use will cause all calls to be dropped.	■ Your system administrator should avoid updating software or restoring Deskset settings when you are likely to be using the phone.
The network is down.	■ Ensure that the Ethernet cable is securely plugged into the Deskset network port (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 is dropped.
Maximum Call Duration was exceeded. Calls that are forwarded or transferred to an external phone number use two PSTN lines or voice channels for the duration of the call. To avoid tying up two outside lines, these calls are on a timer.	■ Contact your system administrator about resetting the **Timer for Forwarded and Transferred Outside Calls**.

Deskset cannot make or receive phone calls

Probable Cause	Corrective Action
Putting the T1 Gateway into loopback test mode prevents phone calls from occurring.	■ Your system administrator should not run loopback tests while the T1 trunk is in use.
Your Deskset is not synchronized.	■ Press **MENU** –> **4** to verify that the **Deskset Status** is **Synchronized**. See *"Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing...." on page 141*.
Your Deskset is not connected to the LAN.	■ Ensure that the Ethernet cable is securely plugged into the Deskset network port (labeled ⊏⊐) and that the other end is plugged into your office LAN.

On external calls, you hear an excessive echo at the Deskset.

Probable Cause	Corrective Action
The automatic PSTN Gateway line calibration did not run properly.	■ See your system administrator. There may be non-system equipment connected in parallel to the telephone line.

You cannot retrieve parked calls.

Probable Cause	Corrective Action
The first digit of an extension number matches the first digit of parked calls.	■ Your system administrator may have to correct your Dial Plan settings. Do not have extension numbers whose first digits match the park extension prefix.

You hear static, sudden silences, gaps in speech, or garbled speech.

Probable Cause	Corrective Action
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 Cat.-5 wiring.
	■ Do not connect a network server PC to the PC port on the Deskset.
	■ Make sure the network cable is securely plugged in. If you tug on the cable, the plug should remain inserted.

A call is forwarded or transferred to an external telephone number and the call is disconnected.

Probable Cause	Corrective Action
Telephone line-to-telephone line call times have been restricted. Calls that are forwarded or transferred to an external phone number use two PSTN lines or voice channels for the duration of the call. To avoid tying up two outside lines, these calls are on a timer.	■ Contact your system administrator about resetting the **Timer for Forwarded and Transferred Outside Calls**.

You are unable to transfer a call to an extension or an extension's voicemail. A "Call could not be transferred" message appears.

Probable Cause	Corrective Action
The extension is unavailable.	■ Check if the destination extension has been disconnected or deleted from the network.
	■ 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.

Your Deskset does not automatically forward a call to another extension.

Probable Cause	Corrective Action
Call Appearance mode only—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**.

You are unable to transfer a call to an external phone number.

Probable Cause	Corrective Action
Transferring to an external phone number has been disabled, or no lines are available.	■ Check that your system administrator has enabled transferring to an external phone number. ■ Ensure that a valid external number is shown in the **to Phone #** field. Enter a **9** or whatever digit, if any, that must be dialed first for an external call. ■ Ensure that the Gateway is connected to the network. ■ All phone lines may be in use. If so, try again later.

Deskset does not automatically forward a call to an external phone number.

Probable Cause	Corrective Action
Forwarding to an external phone number has been disabled or Call Forward All or the Call Forward–No Answer settings are incorrect.	■ **Call Appearance mode only—**Check that Call Forward All is on. FWD ON should appear in the top right corner of the screen while in Idle mode. Press CallFwd to turn this feature on. ■ **Call Appearance mode only—**Ensure that a valid external number is shown in the **to Phone #** field. Enter a **9** or whatever digit, if any, that must be dialed first for an external call. ■ **Call Appearance mode only—**Confirm that the **Call Forward All** Target is set to **Phone #**. On the Deskset, press **MENU** –> **2** –> **2**. ■ Check that forwarding to an external phone number has been enabled. Your system administrator must enable **Call Forward/Transfer to Outside Telephone Number** for your Deskset.

You are unable to manually forward a call to voicemail.

Probable Cause	Corrective Action
You cannot forward incoming Ring Group calls and incoming Call Queue calls to voicemail.	■ None. The system administrator can designate a Deskset as a forwarding destination if the Ring Group call is unanswered. If that Deskset does not answer the forwarded call, the call will be forwarded again according to that Deskset's settings.

You don't hear a Park Ringback tone.

Probable Cause	Corrective Action
Ringer volume is set to OFF.	■ On the Deskset, press the **VOL +** button.

Incoming Calls

Your Deskset does not receive incoming calls.

Probable Cause	Corrective Action
Incoming call notifications have been suppressed or delayed, or incoming calls are redirected by the Deskset, or incoming calls are not directed to the Deskset.	■ Verify that Do Not Disturb is off. Make sure that `DND ON` is not in the top right corner of the Deskset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ **Call Appearance mode only**—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. ■ Incoming calls may be directed to a Ring Group or Call Queue that you are not part of. Calls may also be redirected via DID numbers and Trunk Routing. ■ **Line Appearance mode only**—Incoming calls on the line are being forwarded to a CFNA destination and the **Seconds before Forwarding** setting is 0 Seconds.
The ringer volume is too low or a ring delay is set.	■ Press the **VOL+** key to increase ringer volume. ■ **Call Appearance mode only**—Verify that the Audible Ring Delay is set to 0 seconds. Press **MENU** –> **1** –> **2** at a Deskset to adjust the ring delay.
Another extension answered your calls remotely.	■ None. If another extension is configured to monitor your call activity, the other extension can answer your incoming calls.

You receive only caller ID numbers, not caller ID names.

Probable Cause	Corrective Action
Your T1 telephone service provider may use DMS-100 or 5ESS signalling protocols, which do not support caller ID name delivery.	■ Talk to the service provider about obtaining PRI-NI2 signaling.

External caller cannot find your extension in the Auto Attendant Directory.

Probable Cause	Corrective Action
You have not recorded a Personal Name.	■ Record a name at the Deskset. Press **MENU** –> **2** –> **5** (Call Appearance mode) or **MENU** –> **2** –> **4** (Line Appearance mode) to record a Personal Name to be played to callers.
Your system administrator has not entered your first and last name into the Extension list.	■ Consult your system administrator.
The external caller may not be waiting long enough for the search.	■ Tell callers that after spelling the name, they can press the pound (#) sign to start the search.

Call Appearance mode only—Call does not Auto Answer.

Probable Cause	Corrective Action
The Deskset is set to Call Forward All.	■ Deactivate Call Forward All. On the Idle screen, press `CallFwd` .
Direct Intercom is enabled and only calls from certain extensions are automatically answered.	■ Ask your system administrator to disable Direct Intercom, and then enable Auto Answer on your Desket. On the Deskset, press **MENU** –> **2** –> **3**.
The Deskset is in DND mode.	■ Deactivate DND. On the Idle screen, press `DND` .
Your Auto Answer delay is greater than your Call-Forward – No Answer delay.	■ Adjust the Auto Answer delay. On the Deskset, press **MENU** –> **2** –> **3**.
Ring Group calls cannot be automatically answered.	■ If your location has DID numbers, ask your system administrator to assign a DID number to your extension and ask people whose calls you want auto answered to dial your DID number.

Line Appearance mode only—Call does not Auto Answer.

Probable Cause	Corrective Action
The Deskset is in DND mode.	■ Deactivate DND. On the Idle screen, press `DND` .

Caller ID is not working. The display shows `◀ Phone# ▶` **and a digit for the name, and the same digit for the phone number.**

Probable Cause	Corrective Action
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. The DSL filter must be plugged into the wall jack, not the Gateway.

Line Appearance Mode only—The Line Appearance key appears red for several seconds before the Deskset rings and the incoming call screen appears.

Probable Cause	Corrective Action
The line is a shared fax/voice line.	■ None. The line appears busy during the fax detection period, during which the system determines where to route the incoming call. If the system detects incoming fax tones, it routes the call to the fax machine. If no fax signal is detected, your Deskset rings.

Outgoing Calls

No dial tone.

Probable Cause	Corrective Action
Handset cord is plugged into the wrong jack.	■ Ensure the handset cord is plugged into the handset jack on the side of the Deskset. Do not connect the handset cord to the corded headset jack on the back of the Deskset.

When you dial an external number, you reach an extension instead.

Probable Cause	Corrective Action
The extension prefix matches the first digit of the external phone number you tried to dial, and you don't have to dial a digit before dialing external phone numbers.	■ Consult your system administrator.

You cannot make calls to an external number.

Probable Cause	Corrective Action
An external phone number cannot be accessed through the Gateway.	■ Ensure that you enter a **9** or whatever digit, if any, that must be dialed first for an external call. For example, **9-1-555-0123**. ■ If you see **All Phone Lines Busy** on the Deskset screen, try again later because all external 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.
Call Appearance mode only—Your extension has a trunk reservation for outgoing calls, and all lines and channels are being used for active or incoming calls, or are reserved for other extensions.	■ Wait for a channel or line to become available. ■ The system administrator can either remove the reservations from some trunks or contact the service provider to add more analog telephone lines or T1 channels.

You cannot make international long distance calls.

Probable Cause	Corrective Action
Call Appearance mode only—If you don't need to dial an extra digit (such as 9) to make an external call, phone numbers that start with 0 (including international or country codes), will go to the Synapse system operator.	■ Consult your system administrator.
Your Deskset is call restricted.	■ None.

You cannot access phone company services like 411.

Probable Cause	Corrective Action
Call Appearance mode only—If any x11 extensions already exist (such as 411, or 611), then the extensions take precedence. In other words, dialing 411 calls extension 411, not the 411 directory service. 911 cannot be assigned as an extension number.	■ Consult your system administrator. ■ Ensure that you enter a **9** or whatever digit, if any, that must be dialed first for an external call. For example, **9-1-555-0123**.

Call Appearance mode only—The PSTN Trunk reservation is not being honored.

Probable Cause	Corrective Action
An incoming call may be using that line. Parking calls and forwarding calls on a reserved trunk does not free up the trunk.	■ Consult your system administrator about setting up Trunk Routing to reserve the incoming path to the "special" extension. ■ A Forwarded call must end before the reserved trunk is available.

DDNs (Directory Dial Numbers) do not dial out properly from the Call Log.

Probable Cause	Corrective Action
This system does not support DDN.	■ DDNs in the Call Log are treated like all other caller ID phone numbers.

Voicemail

Voicemail is not received at the extension you called.

Probable Cause	Corrective Action
The extension's voicemail is full.	■ Delete messages.
Extension is unplugged.	■ Plug in the extension.
Distribution list error.	■ Verify the distribution list. Log on to the WebUI, and then click **Voicemail Distribution**.

Your Deskset does not receive voicemail.

Probable Cause	Corrective Action
Calls are not being directed to voicemail, or the voicemail memory is full.	■ **Call Appearance mode only—**Verify that Call Forward All is off or is targeted to voicemail. ● Press `CallFwd` to turn this feature off. `FWD ON` will not be in the top right corner of the Deskset display. ● To set the Call Forward All target, log on to the WebUI. On the **Basic Settings** page, set the **Target Type** to **Voicemail**, and then click `Apply`. ■ Ask the system administrator to check the Call Forward – No Answer setting. 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.

Incomplete voicemail messages.

Probable Cause	Corrective Action
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.

Unable to find a message in a Group Mailbox.

Probable Cause	Corrective Action
Group Mailboxes are accessed by multiple users.	■ None. Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.

The number of new messages in a Group Mailbox changed spontaneously.

Probable Cause	Corrective Action
Group Mailboxes are accessed by multiple users.	■ None. Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.

The system does not respond to remote voicemail commands.

Probable Cause	Corrective Action
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 (**), and 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.

Other Deskset Features

Other Desksets do not appear in the extension list.

Probable Cause	Corrective Action
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** –> **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.

You are unable to record a greeting.

Probable Cause	Corrective Action
Call Appearance mode only—The selected Deskset is set up to forward all calls.	■ Disable the call forwarding on the selected Deskset. Press CallFwd .
	■ Select a different Deskset on which to record the greeting.

There is no DistrList **key so you cannot forward messages to a Distribution list.**

Probable Cause	Corrective Action
The DistrList key is not present unless the distribution list feature is enabled and you have created at least one distribution list.	■ Log on to the WebUI and click **Voicemail Distribution**. Enable voicemail distribution, and create one or more distribution lists.

Your Deskset soft keys have changed.

Probable Cause	Corrective Action
The highlight bar has moved to another line on the screen.	■ None. 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 △ or ▽.

You are unable to add an entry to the quick-dial list.

Probable Cause	Corrective Action
If you have an SB67035 Deskset, all six quick-dial entries have been used.	■ Edit quick-dial entries on the Deskset to write over an existing entry: a. Press the button to the right of _{Dial} ▶. b. Press Edit List to add or edit a quick-dial entry. ■ Edit quick-dial entries on the WebUI to write over an existing entry: a. Log on to the WebUI and click **Quick Dial Keys**. b. Edit the quick-dial entries. c. Click Apply .
Your SB67035 Deskset has been configured for Call Queue. The quick-dial key and quick-dial list are unavailable.	■ See your system administrator if you need to use quick dial instead of Call Queue.

Probable Cause	Corrective Action
If you have an SB67025 Deskset, the system administrator must configure one or more programmable feature keys as quick-dial keys before they can be used.	■ Ask your system administrator to configure one or more quick-dial keys for your Deskset.

WebUI

Unable to access the WebUI Login page from my computer.

Probable Cause	Corrective Action
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.

Changes made in the WebUI are not saved.

Probable Cause	Corrective Action
`Apply` must be clicked on each page to confirm the changes.	■ Click `Apply` on each page to confirm the changes.

PC/Deskset Interaction

Internet connection or access to the local network on your computer does not work after installing the Deskset.

Probable Cause	Corrective Action
The Ethernet cables are not installed correctly.	■ Check that the Ethernet cable from the computer is plugged into the Deskset port labeled PC . A second Ethernet cable should be plugged into the Ethernet port on the Deskset marked ⛛ with the other end plugged into your LAN.

Your PC is slower after connecting it to the LAN through the Deskset.

Probable Cause	Corrective Action
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.

Your PC, which is connected to the LAN through the Deskset, briefly loses its network connection.

Probable Cause	Corrective Action
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 is temporarily lost.	■ If the PC is connected to the LAN through the Deskset, your system administrator should avoid updating software or restoring Deskset settings when you are using 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.

AT&T DECT 6.0 Cordless Headset

The headset not responding.

Probable Cause	Corrective Action
The headset has lost connection to the 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.

Probable Cause	Corrective Action
The headset is not registered.	■ Register the headset at the Deskset. On the Deskset, press **MENU** –> **2** –> **6** –> `Register` (Call Appearance mode) or **MENU** –> **2** –> **5** –> `Register` (Line Appearance mode). ■ Once the headset is registered, the headset light is blue when the headset is placed in the charger.

The headset does not work at all.

Probable Cause	Corrective Action
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.

The cordless headset registration is not working.

Probable Cause	Corrective Action
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.

Poor audio quality. Speech is cutting out.

Probable Cause	Corrective Action
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 and/or contact your system administrator.

HEADSET key on Deskset does not work.

Probable Cause	Corrective Action
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.

Probable Cause	Corrective Action
MUTE keys on Deskset and headset operate separately.	■ None. Only the **MUTE** key on the headset mutes calls. The **MUTE** key on the Deskset does not work with the headset.

No dial tone.

Probable Cause	Corrective Action
Headset cannot communicate with Deskset.	■ Verify that the Deskset can make external calls. For more information, see *"Outgoing Calls" on page 149*.
	■ You may be out of range of the Deskset; move closer.
	■ At the Deskset, confirm that your headset is registered to the Deskset.
	On the Deskset, press **MENU** –> **2** –> **6** (Call Appearance mode) or **MENU** –> **2** –> **5** (Line Appearance mode). If the headset is registered, the screen indicates **Cordless Headset is currently Registered**.

Batteries do not hold a charge.

Probable Cause	Corrective Action
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. Contact the headset manufacturer.

The Deskset shows no indication that the headset is on a call.

Probable Cause	Corrective Action
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. On the Deskset, press **MENU** –> **2** –> **6** (Call Appearance mode) or **MENU** –> **2** –> **5** (Line Appearance mode). If the headset is registered, the screen indicates **Cordless Headset is currently 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** –> **2** –> **6** –> `DeReg` (Call Appearance mode) or **MENU** –> **2** –> **5** –> `DeReg` (Line Appearance mode). c. Start the registration process again, but with one user at a time registering a headset. At a Deskset, press **MENU** –> **2** –> **6** –> `Register` (Call Appearance mode) or **MENU** –> **2** –> **5** –> `Register` (Line Appearance mode).

A buzzing sound on my cordless headset.

Probable Cause	Corrective Action
Noise interference.	■ Move the headset at least 12 inches away from the Deskset. ■ Other electronic products can cause interference with your cordless headset. Try using your headset as far away from these types of electronic devices as possible: television sets, microwaves, or other cordless telephones.

Unable to deregister cordless headset.

Probable Cause	Corrective Action
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**.

Probable Cause	Corrective Action
You cannot identify or locate the Deskset that 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.

APPENDIXES

Appendix A: Soft Keys

The Synapse Deskset features keys below the LCD screen. The bottom of the LCD displays the appropriate label for each key as the function of the key changes.

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.	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.	DelMsg	Deletes the highlighted voicemail message in the Message list.
CallFwd	Turns Call Forward on or off.		
Cancel	Cancels action and returns user to previous mode.	DeReg	Deregisters cordless headset.
		Details	Shows more detail for a particular entry.
Clear	Clears the active Call Screening indication (👄) from the Call Appearance screen.	DistrList	Shows the voicemail distribution list.
		DND	Turns Do Not Disturb on and off.
ClerNew	Clears **NEW** indications from all messages.	Drop	Drops a selected call during a three-way conference.

Table 18.   Deskset Soft Key Functions (Continued)

Function	Description	Function	Description
Edit	Allows changes to previously entered information.	More 1/2	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. More 1/3 indicates page one of three.
EndConf	Ends conference.		
EndPage	Ends paging to all extensions.		
Exit	Exits the current screen and returns to the previous menu.	MrkNew	Marks an old message as new.
ExtList	Goes to the Extension list.	New	Creates a new entry.
FwdMsg	Initiates Message Forward function.	No	Cancels proposed action.
FwdVM	Forwards incoming call to voicemail or other destination set by the administrator.	Page	Initiates a page.
		Park	Parks a call.
FirstNme LastNme	Switches between first and last name sort in the Directory and Extension lists.	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 a digit string.
HoldList	Goes to the Calls On Hold list.	Play	Plays highlighted message from Message list.
Ignore	Silences ringer during incoming call and either goes back to previous screen or goes to next incoming call.	PlayAll	Plays all voicemail messages.
		PlayMsg	Plays message from Call Log review.
Intro	Initiates recording of an introduction when forwarding a voicemail message.	Record	Records an audio clip using the Deskset microphone.
Join?	Completes conference call setup.	Register	Registers cordless headset.
◀ Jump	Jumps back eight seconds in playback mode.	Retrieve	Retrieves a parked call.
Jump ▶	Jumps forward eight seconds in playback mode.	Save	Saves information entered.
		Send	Forwards voicemail message to selected extensions.
List	Opens the sort options menu in the Directory.	Set?	Sets the selected option as the default choice.
Listen	Allows you to listen to a voicemail message in progress.	Stop	Stops recording, playback, or listening.
Lv Msg	Allows the user to create a new message and send it to Desksets on a predefined distribution list.	Store	Stores number in the Personal list.
		Transfer	Initiates transfer of a call.
		Xfer?	Confirms transfer.
MB List	Goes to the Mailbox list.	Yes	Confirms proposed action.

Appendix B: Technical Specifications

Table 19 lists the technical specifications for the Deskset and cordless headset.

Table 19.   Technical Specifications

Feature	Specification
Frequency Control	Crystal controlled PLL synthesizer
Transmit Frequency	Deskset, cordless headset: 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 headset: 5
Size	8.2" × 8.9" × 6.5" (H × W × D)
Weight	59.96 oz. (1700 g) (including adapter)
Power Requirements	SB67035 Deskset: 5.1 V DC @ 1700 mA (AC Adapter), PoE Class 3
	Cordless headset charger: 6 V DC @ 200 mA
	Cordless headset battery: 3.7 V 240 mAH
RJ-45 Ethernet Network Jack	(10Base-T/100Base-Tx) with auto MDI/MDIX switching
LAN Cable	Cat.-5 standard cable
Deskset Headset	Traditional corded handset jack type with 2-conductor wiring

Appendix C: Maintenance

⚠️ CAUTION   *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

> ⚠️
> **CAUTION**
>
> *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: GPL License Information

Portions of the software associated with this product are open source, and fall within the scope of the GNU General Public License (GPL). Accordingly, those portions of code are available to the public, consistent with the requirements of the GPL, in either source code format or object code format, depending upon the nature of the code at issue. If you would like to exercise your right to receive the available code, please send a cashier's check, payable to VTech Communications, Inc., in the amount of $15.00 (U.S.$) to:

VTech Communications, Inc.,
9590 SW Gemini Drive, Suite 120
Beaverton OR 97008
ATTN: Information Technology Group—Synapse/Syn248 GPL code request, along with a written request for the available code. If your request does not fully comply with the foregoing requirements, VTech reserves the right to reject your request. Further, by requesting and receiving the available code, you release VTech, its affiliates, and its and their officers, directors, employees, and representatives ("VTech Parties") from any liability or responsibility relating to such code, and you acknowledge that the VTech Parties make no representations with respect to the origin, accuracy, usability, or usefulness of such code, and the VTech Parties have no responsibility to you whatsoever concerning the code, including without limitation any responsibility to provide explanation, support, upgrade, or any communication whatsoever. Your review or use of the available code is at your sole risk and responsibility.

GLOSSARY

This glossary provides definitions that pertain to the Synapse telephone system.

active call: An established telephone call that is not on hold.

analog phone: A non-Synapse telephone that plugs directly into a normal telephone wall plug or into the Synapse PSTN Gateway BYPASS port or 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. In Line Appearance mode, Auto Answer applies to Intercom (extension-to-extension) calls only.

Auto Attendant: A system that automatically answers incoming calls and provides instructions to callers.

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 RJ-11 jack on the PSTN Gateway that allows for communication during power outages. Plug an analog telephone into 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 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 external phone number.

call screening: Listening to a voicemail message while it is being recorded.

Cat.-5 wiring: A twisted pair data cable commonly used in offices for computer communication.

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 headset.

dial pad: The **0** through **9**, *****, and **#** keys on the Deskset.

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.

DID: This feature allows external callers to directly dial an extension, bypassing the Auto Attendant and the operator.

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.

DTMF (Dual-Tone Multi-Frequency): Telephone tones commonly known as "touch-tone".

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 or four-digit number representing each individual Deskset.

external call: A phone call between a phone not a part of your Synapse system and an extension within your Synapse system.

factory default: The original product settings.

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, external 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.

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.

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 or Gateway. Examples include **MENU** and **1** on the Deskset; 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.

hunt group: A telephone company feature that allows calls to a busy phone number to roll over to the next available line or a Synapse system ring group feature where unanswered calls are forwarded to the next available extension in a predefined group of extensions.

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.

interference: Electrical signals close by that cause degraded audio performance for cordless devices.

internal call: A phone call made from one of your Synapse system extensions to another extension.

IP address (Internet Protocol address): An individual numeric identification assigned to devices on your LAN.

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.

live dial: Dialing after the phone is off hook.

main menu, Auto Attendant: The Auto Attendant messages and actions that are available to callers before the callers take additional actions.

MoH (Music on Hold): Music or other audio that plays to an external caller that has been put 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.

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 make 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, 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).

page: Broadcasts your voice to all idle extensions that do not have Do Not Disturb turned on.

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 a user at any Synapse extension.

Park List: The list of parked calls. A user at any Synapse extension can retrieve a parked call from the Park List.

Personal list: A private list of names and phone numbers available to only a single extension (referred to as "Personal Directory" on the WebUI).

Pilot Number: Usually the company's main telephone number.

POTS (Plain Old Telephone Service): Basic telephone operation. The ability to make and receive phone calls.

predial: Enter digits before going off hook to make 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.

Remote site: A Synapse site in another location that is linked to your office through a SIP Gateway. You can call remote Desksets by dialing their extension number. You can also make long-distance calls through a remote site as if you were dialing a local call. Depending on your system configuration, you may need to dial a prefix such as 9 to make remote site calls. Consult your system administrator.

RF (radio frequency): The communication channel for most cordless headsets.

ring group: Groups of extensions configured by the system administrator to all ring in a predetermined pattern within the group 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.

single-zone paging: Paging to a single set of overhead loudspeakers. All speakers transmit the same announcement simultaneously.

SIP: Session Initiation Protocol, a signaling protocol used for voice and video communications over the Internet.

soft key: The Synapse Desksets 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 headset can sit idle out of its charger while still capable of operating normally.

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 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).

T1: A digital signaling standard to transmit voice and data between devices.

trunk: A communications connection between the Synapse system and the telephone company.

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.

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.