Deskset Overview

This page identifies and describes the main display and key groups for the Syn248® SB35031 Deskset. For additional information, see the User’s Guide, available from www.telephones.att.com/smb.

Liquid Crystal Display (LCD)
Displays information for using the Deskset.

Soft Keys
Perform different actions depending on the LCD labels.

New Message Indicator
Lights when you have new messages.

Line Keys
Access active calls and held calls, and start new calls.

Intercom Key
Accesses intercom line for calling other extensions.

Quick Dial
Provides easy access to frequently dialed numbers.

Hard Keys
A set of fixed-function keys. See page 4 for more information.
Hard Keys

**Navigation**
Moves the cursor up/down/ left/right on the display.
Shows additional menu items and soft key labels.

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

**Headset**
Routes audio to headset.
Can be used to go off hook or on hook.

**Volume**
Increases/decreases the ringer and incoming voice volume.

**Mute**
Prevents your voice from being heard.

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

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**Menu**
Accesses the Deskset menu.

**Directory**
Accesses the Directory.

**Call Log**
Accesses the incoming call log.

**Messages**
Accesses your voice messages.

**Help**
Displays the Help menu.

**Redial**
Accesses the Redial list.

**Dial Pad**
Selects a highlighted screen item.

**Select**
Selects a highlighted screen item.

**Hold**
Puts the current active call on hold.
Idle Screen

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

**Time and Date**

**Extension Number/Name**

**New Messages**

Press SELECT to view the list of new voice messages.

**Help Text**

Help messages appear in this area, depending on Deskset activity.

**Status Display**

- **DND ON** – Do Not Disturb is on
- **< 5 Min** – Voicemail nearly full
- **VMFull** – Voicemail full
- **ANS ON** – Intercom Auto Answer is on
- **Ringer** – Ringer is off

**Call Status Icons**

Show the call status for each line. Your system administrator can enter line names that replace these Idle screen icons.

**Quick Dial**

Provides easy access to frequently dialed numbers.
Line Keys & Indicators

Line keys, their LEDs, and the icons on the display next to them reflect call status. For active, ringing and held calls, the screen shows a name and number next to a key during call activity. As you use the Line keys to select different calls, the appropriate soft keys appear.

Name and Number
If your company has caller ID service, the name and number of incoming calls appear. For outgoing calls, the phone number appears.
## Call Status Icons

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
<th>Description</th>
<th>Icon</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Phone Icon" /></td>
<td>Available</td>
<td>Indicates an available line. Your system administrator can replace these icons with line names.</td>
<td><img src="image" alt="Bell Icon" /></td>
<td>Ringing</td>
<td>Indicates an incoming call.</td>
</tr>
<tr>
<td><img src="image" alt="Intercom Icon" /></td>
<td>Intercom</td>
<td>Indicates an available Intercom line for internal calls.</td>
<td><img src="image" alt="Silenced Bell Icon" /></td>
<td>Silenced Ring</td>
<td>Appears during an incoming call when the ringer is off.</td>
</tr>
<tr>
<td><img src="image" alt="Off Hook Icon" /></td>
<td>Off Hook</td>
<td>Indicates you are dialing or are on a call.</td>
<td><img src="image" alt="On Hold Icon" /></td>
<td>On Hold</td>
<td>Indicates that a call is on hold.</td>
</tr>
<tr>
<td><img src="image" alt="Conference Icon" /></td>
<td>Conference</td>
<td>Shows for all calls on a conference.</td>
<td><img src="image" alt="Conference On Hold Icon" /></td>
<td>Conference On Hold</td>
<td>Indicates that a conference call is on hold.</td>
</tr>
<tr>
<td><img src="image" alt="Ringing Icon" /></td>
<td>Ringing</td>
<td>Indicates the Line key that applies to an incoming call.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Soft Keys

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

Soft keys such as More 1/2 indicate that there are more than four soft key functions available. The numbers indicate the current page and total pages. For example, More 1/2 indicates that you are on page one of two. The More 1/3 key indicates that you are on page one of three.

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

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

<table>
<thead>
<tr>
<th>HoldList</th>
<th>Accesses Held Calls list</th>
<th>Page</th>
<th>Pages internal extensions</th>
<th>DND</th>
<th>Turns Do Not Disturb on or off</th>
<th>ExtList</th>
<th>Displays a list of extensions</th>
</tr>
</thead>
</table>
Making a Call

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

**To predial a number:**
1. Enter the phone number using the dial pad.
2. Go off hook: lift the corded handset, or press (SPEAKER), (HEADSET) or an inactive Line key. Press the Intercom key if calling another extension.

**To live dial a number:**
1. From Idle mode, go off hook. Lift the handset, press (SPEAKER), (HEADSET) or an inactive Line key. Press the Intercom key if calling another extension.
2. Enter the number you want to dial. When the number is complete, the Deskset dials the number.

**To make a call from a list:**
While viewing Directory, Call Log, Redial or Messages entries, press Call.
Answering a Call

To answer a call:
Lift the corded handset, press the Answer soft key, (SPEAKER), (HEADSET), or the flashing Line or Intercom key. The active call screen appears.

See the User’s Guide at www.telephones.att.com/smb for additional information on this feature.

To ignore a call:
Press Ignore. Your Deskset stops ringing. The caller continues to hear ringback tones until you or someone else answers the call, or until the call goes to the Call Forward–No Answer destination (set by your system administrator).

To answer multiple calls:
Press the Line key for the call you want to answer. If you are already on a call, your previous call is put on hold. Press Ignore to continue with the call in progress.

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

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer</td>
<td>Begins transfer of a call</td>
</tr>
<tr>
<td>Conf</td>
<td>Begins a conference call</td>
</tr>
<tr>
<td>Flash</td>
<td>Simulates a hook flash</td>
</tr>
<tr>
<td>More 1/2</td>
<td>Moves to the next set of soft keys</td>
</tr>
<tr>
<td>HoldList</td>
<td>Displays the Held Calls list</td>
</tr>
<tr>
<td>Page</td>
<td>Pages all extensions</td>
</tr>
<tr>
<td>More 2/2</td>
<td></td>
</tr>
</tbody>
</table>
Transferring a Call

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

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

Do Not Disturb Setup

To enable or disable Do Not Disturb (DND):
1. From the Idle screen, press [DND]. [DND ON] appears in the top right of the display.
2. To disable DND from the Idle screen, press [DND].

Do Not Disturb silences incoming ringing and paging. Incoming calls can still be answered as long as the Line key LED is flashing.
Creating a Conference Call

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

To create a conference call:
1. Establish the first call, Call A. You may establish Call A through direct dialing, from the Extension list, Call Log, Redial list, Directory, Quick Dial or by taking a held call off hold.

2. Press [Conf]. Call A will be placed on hold.

3. Establish the second call, Call B, and [Join?] appears. You may establish Call B through direct dialing, from the Extension list, Call Log, Redial list, Directory, Quick Dial or by taking a held call off hold.

4. Press [Join?].

The selected parties will now join you in a conference.

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

You can page all extensions, or, if the System Administrator has created them, you can page groups of other extensions (Paging Zones).

To page extensions:
1. Press Page. The Paging Zones screen appears. The screen shows the page options available at your Deskset: an All Extensions option, and any Paging Zones that the System Administrator has created.
2. Highlight All Extensions or a Paging Zone, and press Start. The system emits a short paging tone and displays the Paging screen.
3. Speak into the speakerphone MIC or pick up the handset to speak.
Accessing Voicemail

To display the New Message list, from the Idle screen, press SELECT. To view the entire message list, press (MESSAGES). You will be prompted to enter your password, if you have created one.

The table shows the soft key labels that appear when you view the Messages list.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DelAll</td>
<td>Deletes all messages.</td>
<td>PlayAll</td>
<td>Plays all messages.</td>
<td>MrkNew</td>
<td>Marks message as new with “new” icon (!).</td>
<td>More 2/3</td>
<td></td>
</tr>
<tr>
<td>MrkNew</td>
<td></td>
<td>DelMsg</td>
<td></td>
<td>Call</td>
<td></td>
<td>More 3/3</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Press for next or for previous message.</td>
<td>Quick Dial</td>
<td>Play</td>
<td>DelMsg</td>
<td>Call</td>
<td>More 1/3</td>
<td>Moves to next set of soft keys.</td>
<td></td>
</tr>
</tbody>
</table>
Accessing the Call Log

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

To view the Call Log, press (CALL LOG).

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

Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. If necessary, press the ◄ or ► Navigation key to view the dialing options before pressing Call to call the number back.

*Appears only when there is a message.
Directory

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

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

To create a new Directory entry:
1. To display the Directory list, press \( \text{A} \text{Z} \) (DIRECTORY).
2. Press \( \text{New} \). The Personal Entry screen appears.
3. Fill in the First Name, Last Name and Phone # using the dial-pad keys.
4. To return to the Directory list, press \( \text{Save} \).

To search for a list entry:
1. Display the Directory list by pressing \( \text{A} \text{Z} \).
2. To search for either an exact match or the closest match, press the dial-pad key that contains the first letter of the name you are looking for. Keep pressing the key until the letter you are seeking appears. For example, press 5 twice for “Kenneth.”
Deskset Menu

You can use the Deskset menus to set up many Deskset features. Access the main menu by pressing (MENU), and then select options by scrolling down to an option and pressing SELECT, or by pressing the dial-pad key with that option number.

- Press 1 to display the Deskset Settings menu (Display, Sounds, and Preferred Audio Mode).
- Press 2 to display the User Settings menu (Greetings, Intercom Auto Answer, Voicemail Memory, Name Recording, Cordless Headset, and Password).
- Press 3 to display the Admin Settings menu (a system administrator password is required).
- Press 4 to display the Deskset Information menu.
- If your extension is the operator extension, press 5 to change the Auto Attendant settings.

<table>
<thead>
<tr>
<th>Menu</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Deskset Settings</td>
<td></td>
</tr>
<tr>
<td>2. User Settings</td>
<td></td>
</tr>
<tr>
<td>3. Admin Settings</td>
<td></td>
</tr>
<tr>
<td>4. Deskset Information</td>
<td></td>
</tr>
<tr>
<td>5. Auto Attendant Settings</td>
<td></td>
</tr>
</tbody>
</table>

Use ${\text{Down}}$ or ${\text{Up}}$ to scroll then press SELECT or press 1-5.
Dial Pad Entry

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

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

### Deskset Special Characters

<table>
<thead>
<tr>
<th>Key Press</th>
<th>First</th>
<th>Second</th>
<th>Third</th>
<th>Fourth</th>
<th>Fifth</th>
<th>Sixth</th>
<th>Seventh</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>#</td>
<td>&amp;</td>
<td>'</td>
<td>,</td>
<td>-</td>
<td>.</td>
<td>@</td>
</tr>
<tr>
<td>*</td>
<td>!</td>
<td>(</td>
<td>)</td>
<td>*</td>
<td>+</td>
<td>?</td>
<td></td>
</tr>
</tbody>
</table>
NOTE: For customer service or product information, visit our website at www.telephones.att.com/smb or call 1 (888) 386-2006. In Canada, call 1 (888) 469-2005.