Deskset Overview

This page identifies and describes the main display and key groups for the Syn248® SB35020 Deskset and SB35025 Deskset. For additional information, see the User’s Guide, available from www.telephones.att.com/smb.

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

**Soft Keys**
Perform different actions depending on the LCD labels.

**Voicemail Indicator**
Lights when there are new Voicemail messages.

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

**Display Keys**
Control the display.

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

**Programmable Feature Keys**
Provide easy access to call functions that your system administrator can configure.
Hard Keys

Select
Selects a highlighted screen item.

Menu
Accesses the menu.

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

Programmable Feature Keys
Provide easy access to various call functions, depending on configuration. For default settings, see next page.

Dial Pad

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

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

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

Mute
Prevents your voice from being heard.

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

The Deskset features ten programmable feature keys that can be programmed by your system administrator. The keys include color LEDs to indicate the status of some functions.

The Deskset shipping box includes replacement programmable feature key cards and stickers for labeling the keys. The default key assignments are shown on the right. Your system administrator can also assign the following features to the programmable feature keys:

- Held Calls List
- QD_______ (Quick Dial)
- DND (Enable/disable Do Not Disturb)
- Help

**Line Keys**

Provide access to outside lines for making and answering calls. By default, the top four keys access lines 1 to 4. Your Line key configuration may be different.

**Intercom Key**

Accesses a line for Deskset-to-Deskset calls. By default, the Intercom key is the bottom programmable feature key. Your system administrator can assign additional Intercom keys.

If any keys have been programmed as quick-dial keys, you can enter quick-dial numbers for those keys using the Web User Interface (WebUI) that resides on your Deskset.

Programmable Feature Key LEDs

The programmable feature key LEDs change appearance to indicate call and feature status.

<table>
<thead>
<tr>
<th>Key</th>
<th>LED Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 1–4</td>
<td>Off</td>
<td>No call</td>
</tr>
<tr>
<td></td>
<td>Steady <strong>GREEN</strong></td>
<td>Active call</td>
</tr>
<tr>
<td></td>
<td>Slowly Flashing <strong>GREEN</strong></td>
<td>Held call</td>
</tr>
<tr>
<td></td>
<td>Quickly Flashing <strong>GREEN</strong></td>
<td>Ringing incoming call</td>
</tr>
<tr>
<td></td>
<td>Steady <strong>ORANGE</strong></td>
<td>Active call at another Deskset</td>
</tr>
<tr>
<td></td>
<td>Slowly Flashing <strong>ORANGE</strong></td>
<td>Held call at another Deskset</td>
</tr>
<tr>
<td>Page</td>
<td>Off</td>
<td>No page</td>
</tr>
<tr>
<td></td>
<td>Steady <strong>GREEN</strong></td>
<td>Making page</td>
</tr>
<tr>
<td></td>
<td>Quickly Flashing <strong>GREEN</strong></td>
<td>Receiving page</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>Off</td>
<td>DND Off</td>
</tr>
<tr>
<td></td>
<td>Steady <strong>ORANGE</strong></td>
<td>DND On</td>
</tr>
<tr>
<td>Call Log</td>
<td>Off</td>
<td>No new calls</td>
</tr>
<tr>
<td></td>
<td>Steady <strong>ORANGE</strong></td>
<td>One or more new missed calls</td>
</tr>
<tr>
<td>Messages</td>
<td>Off</td>
<td>No new messages</td>
</tr>
<tr>
<td></td>
<td>Steady <strong>ORANGE</strong></td>
<td>One or more new messages</td>
</tr>
<tr>
<td>Intercom</td>
<td>Steady <strong>GREEN</strong></td>
<td>Active call</td>
</tr>
<tr>
<td></td>
<td>Slowly Flashing <strong>GREEN</strong></td>
<td>Held call</td>
</tr>
<tr>
<td></td>
<td>Quickly Flashing <strong>GREEN</strong></td>
<td>Ringing incoming call</td>
</tr>
</tbody>
</table>
Idle Screen

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

- **Date and Time**
- **Extension Name**
  Name that the system administrator assigned to this Deskset.

- **Extension Number**
  Number assigned to this Deskset.

- **New Messages**
  Number of new, unreviewed voice messages.

Status indicators appear in the upper right-hand corner of the Idle screen.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
<th>Icon</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANS</td>
<td>Intercom Auto Answer is on.</td>
<td>📤</td>
<td>Ringer volume is set to off.</td>
</tr>
<tr>
<td>DND</td>
<td>Do Not Disturb is on.</td>
<td>📞</td>
<td>Voicemail is full.</td>
</tr>
<tr>
<td>FULL</td>
<td>Voicemail is full.</td>
<td>🎤</td>
<td>Voicemail is nearly full.</td>
</tr>
</tbody>
</table>

- **Status Indicator Area**
- **Voicemail**
  Voicemail is full.
- **Voicemail**
  Voicemail is nearly full.
Soft Keys and Scroll Indicators

Soft Keys
Three context-sensitive soft keys provide functions indicated by labels on the screen.

Soft key labels with ➩ and ➥ shapes indicate the feature uses more than three soft keys. To view the additional keys, press ▼ or ▶ on the navigation key.

Scroll Indicators
Scroll indicators appear in the upper right-hand corner of the screen when you can view more information by pressing △ and ▽ on the navigation key.
Making a Call

You can make a call from the Deskset by predialing, live dialing or selecting a number from a list.

To predial a number:
1. Enter the phone number using the dial pad.
2. Go off hook. Lift the handset, 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 phone number. 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 or CallBack to dial.
Answering a Call

To answer a call:
Lift the handset, press Answer, (SPEAKER), (HEADSET) or the flashing Line or Intercom key.

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.

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

You can also set the Deskset to automatically answer Intercom calls. For more information, see the User’s Guide, available from www.telephones.att.com/smb.
# Call Status Icons

During a call, icons indicate the current call status. Soft keys show optional actions.

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**Call Status Icon**

The number indicates the number of the associated Line key.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
<th>Description</th>
<th>Icon</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📮</td>
<td>Off Hook</td>
<td>Indicates that you are dialing or on a phone call.</td>
<td>🎤</td>
<td>Conference</td>
<td>Shows for each line on a conference call.</td>
</tr>
<tr>
<td>📠</td>
<td>On Hold</td>
<td>Flashes when the call is on hold.</td>
<td>🎤</td>
<td>Conference On Hold</td>
<td>Flashes when a conference call is on hold.</td>
</tr>
<tr>
<td>⏰</td>
<td>Ringing Call</td>
<td>Flashes for incoming calls.</td>
<td>➙</td>
<td>Call Forwarded</td>
<td>Indicates that your call was forwarded to another extension or phone number.</td>
</tr>
<tr>
<td>⏰</td>
<td>Ignored Call</td>
<td>Flashes for incoming calls when the ringer is off.</td>
<td>1, 2, 3...</td>
<td>Line Number</td>
<td>Indicates the number of the associated Line key.</td>
</tr>
</tbody>
</table>
Transferring a Call

You can transfer a call to an external number, another Deskset extension, or an extension’s voicemail.

**To transfer a call:**

1. With a call in progress, press **Transfer**. The call is put on hold.

   ![Call Information](image)

   - Awaiting Transfer
   - 232-555-0176
   - ExtList
   - Vmail

2. Make a second call by:
   - Pressing the Intercom key and dialing an extension number.
   - Pressing an available Line key and dialing an external number.
   - Taking a held call off hold.
   - Calling a number from a list. For example, press **ExtList** and select an extension to call.

   To transfer the call directly to an extension’s voicemail, press **Vmail** and choose to view a list of extension voicemails or your personal voicemail.

   ![Call Information](image)

   - 0:05
   - Amy Lee
   - 203
   - Transfer

3. When the second call is established, press **Transfer**.

   The call is transferred.
Creating a Conference Call

You can join two calls to create a three-party conference call. The calls may be two external calls or two internal calls, or one external and one internal call.

To create a conference call:

1. Establish the first call, Call A.

2. Press **Conf**. Call A will be placed on hold.

3. Establish the second call, Call B, and **Join** appears.

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 answer another call, the conference continues without you. You can rejoin by pressing a corresponding Line key.
Deskset Menu

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

- Press 1 on the dial pad to display the **Features** menu — Held Calls List, Page, Messages, Do Not Disturb, Directory, Call Log, Redial, Help.
- Press 2 to display the **User Settings** menu — Greetings, Intercom Auto Answer, Deskset Settings, Directory Settings, User Password, Cordless Headset (**SB35025 only**).
- Press 3 to display the **Admin Settings** menu. A system administrator password is required.
- Press 4 to display the **Deskset Information** screen.
- If your extension is the operator extension, press 5 to change the **Auto Attendant** settings.

Paging

Paging allows you to broadcast what you say to more than one extension.

To send a page:

1. Press \(\text{MENU}\), then 1, and then 2, or press the Paging programmable feature key (see page 5). The Paging Zones screen appears, showing an All Extensions option and any paging zones that the system administrator has created.

<table>
<thead>
<tr>
<th>Paging Zones</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. All Extensions</td>
</tr>
<tr>
<td>2. Accounts</td>
</tr>
<tr>
<td>3. Management</td>
</tr>
</tbody>
</table>

2. Highlight All Extensions or a paging zone.

3. Press \(\checkmark\) (SELECT). The system emits a short paging tone and the Paging screen appears.

<table>
<thead>
<tr>
<th>Paging All Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>EndPage</td>
</tr>
</tbody>
</table>

4. Use the speakerphone or pick up the handset to make your announcement.

5. When finished, press EndPage or \(\text{CANCEL}\), hang up the handset, or press \(\text{SPEAKER}\). The Idle screen appears.
Accessing Voicemail

To access your messages, press \(\text{MENU}\), then 1, and then 3, or press the Messages programmable feature key (see page 5).

<table>
<thead>
<tr>
<th>Messages</th>
<th>1/10</th>
<th>▼▲</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graham Bell</td>
<td>6/6</td>
<td>Jul 19</td>
</tr>
<tr>
<td>232-555-0176</td>
<td>1:18p</td>
<td></td>
</tr>
</tbody>
</table>

![Message Icon]

! indicates a new message.

You will be prompted to enter your password if you have created one.

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

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

<table>
<thead>
<tr>
<th><strong>Play</strong></th>
<th>Plays message.</th>
<th><strong>DelMsg</strong></th>
<th>Deletes displayed message.</th>
<th><strong>Callback</strong></th>
<th>Allows dialing options before calling a number.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DelAll</strong></td>
<td>Deletes all messages.</td>
<td><strong>PlayAll</strong></td>
<td>Plays all messages.</td>
<td><strong>ClrNew</strong></td>
<td>Clears or restores a New Message indication for a single message.</td>
</tr>
<tr>
<td><strong>MrkNew</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Do Not Disturb Setup

Do Not Disturb silences incoming ringing and paging. When Do Not Disturb is enabled, you can still answer incoming calls when you see a Line key LED flashing.

To enable or disable Do Not Disturb (DND), press \[\text{MENU}\], then 1, and then 4.

When DND is on, **DND** appears on the Idle screen, as shown below.

```
Wed Sep 08 11:09AM  DND
John Smith        EXT 202

2 New Messages
```
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.

To display the Directory, press (MENU), then 1, and then 5 or press the Directory programmable feature key (see page 5).

<table>
<thead>
<tr>
<th>Directory</th>
<th>1/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graham Bell</td>
<td>232-555-0176</td>
</tr>
</tbody>
</table>

New  | LastNme  | Call |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Creates a new personal entry.</td>
<td>Sorts the list by first name or last name.</td>
<td>Dials the on-screen number.</td>
</tr>
</tbody>
</table>

To search for names in the Directory, 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.” If there is no match, the Deskset displays the next entry in the alphabetical list. You can also press Δ and ∨ to scroll through the Directory.

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

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

To access the Call Log list:

1. Press (MENU), then 1, and then 6 or press the Call Log programmable feature key (see page 5). The newest call appears first.

   New missed calls are indicated with the [NEW] icon. A new Call Log entry is no longer considered new once it has been viewed.

2. Press △ or ▼ to reach the desired entry.

   • Press Callback to access dialing options before calling a number and to dial out the number.
   • Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press ◀ or ▶ to view the dialing options.
   • Press Call to dial the on-screen number.

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