

User's Guide

AT&T SB35020 Deskset



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PREFACE

This User's Guide provides instructions for using your Syn248 SB35020 Deskset telephone with software version 1.0 or newer. See [page 85](#) for instructions on checking the software version on the Deskset. Although the Quick Start Guide also includes information on using the Deskset, this guide has setup information and more details about feature usage.

Before using this AT&T product, please read "[Appendix D: Important Safety Instructions](#)" on [page 114](#). 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, visit our web site at www.telephones.att.com/smb or call **1 (888) 386-2006**. In Canada, dial **1 (888) 469-2005**.

Additional Documentation



Downloadable copies of all Syn248 documents, including user's guides, installation and configuration instructions, and Quick Start Guides, are available from www.telephones.att.com/smb.






Topic Navigation

This Syn248 SB35020 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.
	Go to the previous page.
	Go to the next page.

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.
 NOTE	Notes provide important information about a feature or procedure. Example of a Note.
 CAUTION	A caution means that loss of data or unintended circumstances may result. Example of a Caution.



CHAPTER 1

OVERVIEW

The Syn248™ Business Phone System from AT&T is for businesses that need up to 24 extensions. This system is scalable from 1 to 8 outside lines, so as your business grows, your phone system can too. The Syn248 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 SB35020 Deskset and provides an overview of the Syn248 System and the external features of the Deskset.

- ["Syn248 System Overview" on page 8](#)
- ["SB35020 Deskset Description" on page 9](#)



Syn248 System Overview

Your Deskset is part of the Syn248 System. Syn248 differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, Syn248 uses a distributed control system over a Local Area Network (LAN). Figure 1 illustrates a sample system.

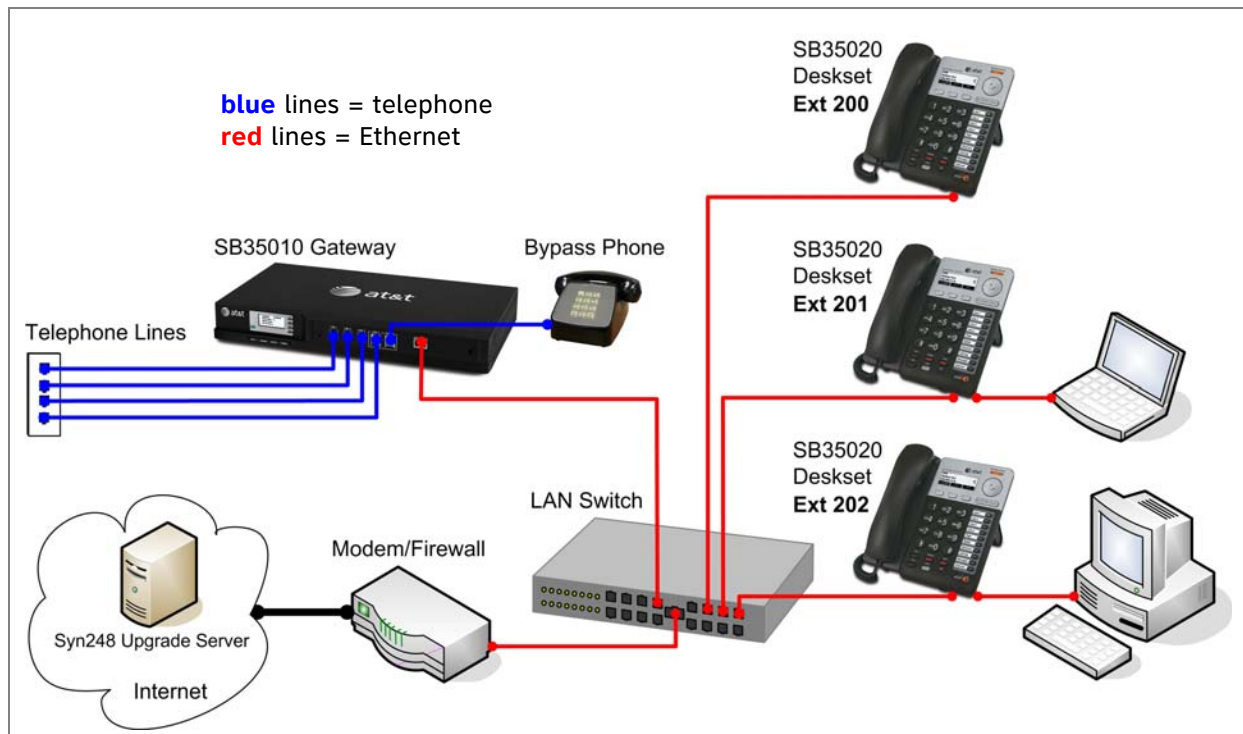


Figure 1. Sample Syn248 System

SB35020 Deskset Description

The key external features of the Deskset are identified in Figure 2 and described in Table 2.

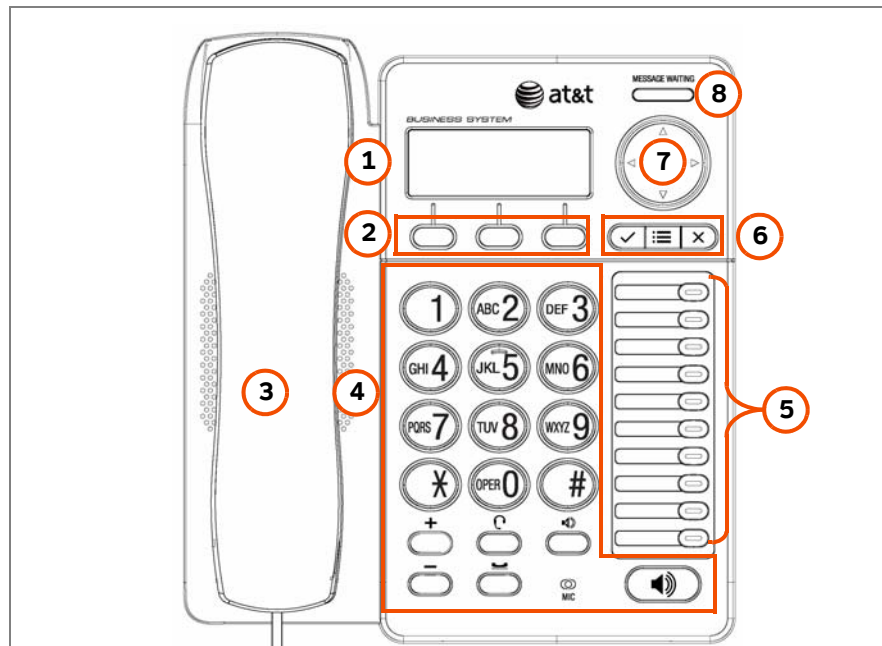


Figure 2. Deskset Layout

Table 2 Deskset Features

1. Liquid Crystal Display (LCD)	Provides controls and information for using the Deskset.
2. Soft Keys	Three keys that produce different actions, depending on the LCD labels.
3. Handset	Traditional 2-conductor wiring (FXO—Foreign Exchange Office Ports).
4. Hard Keys	Fixed-function keys. See “Programmable Feature Keys” on page 16.
5. Programmable Feature Keys	Provide easy access to various call functions.
6. Display Keys	Control menu functions shown in the display.
7. Navigation	Moves the cursor up (Δ), down (∇), left (\triangleleft), right (\triangleright) on the display.
8. Voicemail Indicator	Illuminates when there are new Voicemail messages.

Deskset Hard Keys

The hard keys include the standard telephone dial-pad keys and a set of function keys. The Deskset hard keys are identified in Figure 3 and described in Table 3.

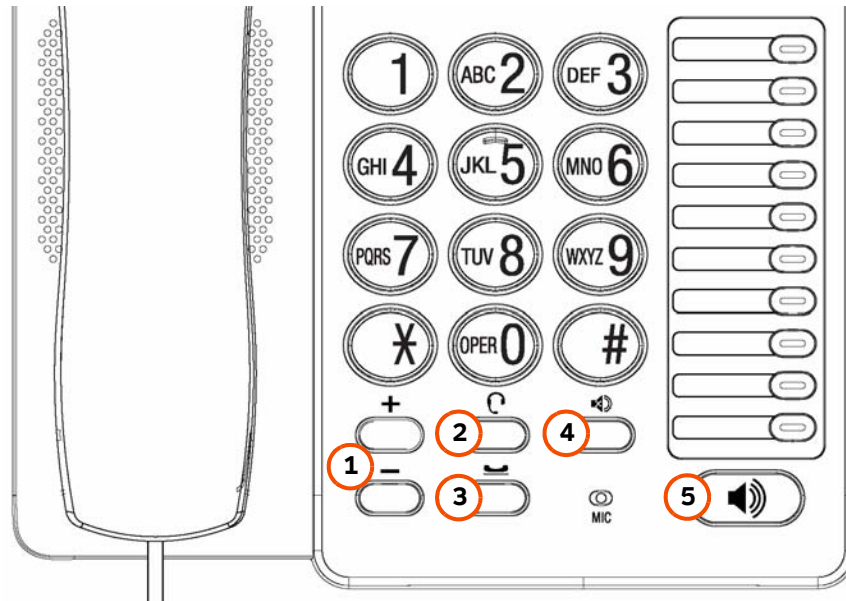


Figure 3. Deskset Function Keys

Table 3 Deskset Function Keys

1. VOL+/VOL-	Increases/decreases the ringer and voice volume.
2. HEADSET	Routes audio to corded headset. Can be used to go off hook.
3. HOLD	Puts the current active call on hold. Allows access to other calls and features while maintaining call connection.
4. MUTE	Mutes the microphone. When on, the other party cannot hear you.
5. SPEAKER	During a call, switches voice to and from the speakerphone. Can be used to answer or start a call, or to hang up.

Lines and Line Keys

The system administrator can configure your Deskset with up to 8 lines on which you can make and receive external calls. Each line is assigned to a Programmable Feature Key on the Deskset. These are called Line keys in this User's Guide. One Programmable Feature Key is reserved for "Intercom" calls to other Deskset extensions.

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

The Line 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 bottom Programmable Feature Key, but your system administrator can configure additional Intercom keys.

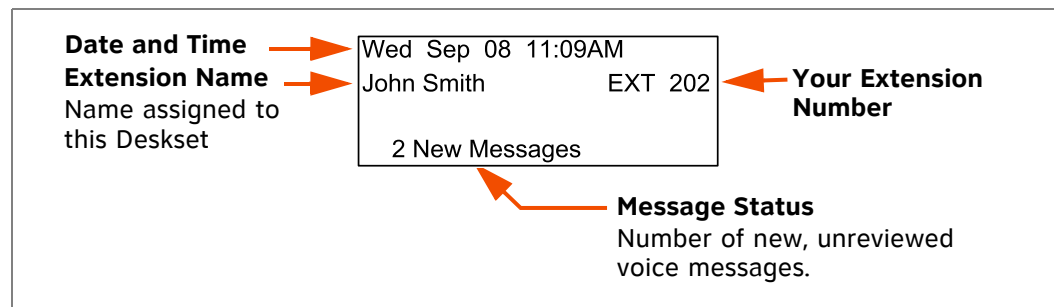


Figure 4. Idle Screen

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.

For more information, see ["Setting, Changing, or Resetting Your Password" on page 83](#).



Soft Keys

Soft keys are a set of three context-sensitive keys that provide functions based on what you are doing on the Deskset. The top example as illustrated in Figure 5 shows the soft key labels on the active call screen.

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 110](#) for an alphabetical list of the labels that appear above the soft keys.

The top example shows the soft key labels for the soft keys on the active call screen.

The bottom example shows soft keys with ◀ and ▶ that indicate the feature uses more than three soft keys. To view the additional keys, press ◀ or ▶.

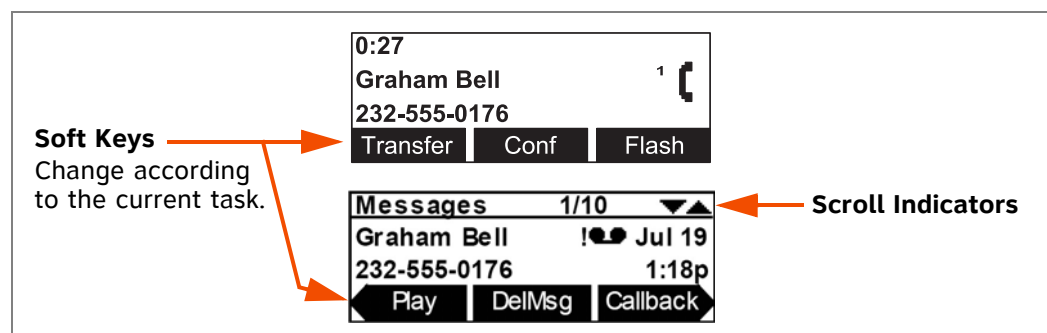


Figure 5. Soft Keys and Scroll Indicators

Scroll Indicators

Scroll indicators appear in the upper right-hand corner of the display, as shown in Figure 5, when more information can be seen by pressing ◀ and ▶.

Deskset Status Indicators

Status indicators appear in the upper right-hand corner of the Deskset display, as shown in Figure 6 and as described in Table 4.

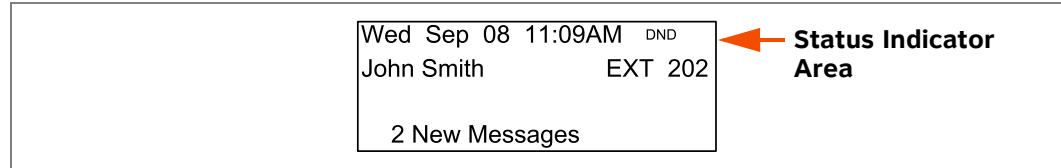





Figure 6. Sample Status Indicator

Table 4 Status Indicators

Icon	Status
1, 2, 3...	Indicates the number of the associated Line key.
	Ringer volume set to zero. The ringer is silent.
ANS	Intercom Auto Answer is ON.
DND	Do Not Disturb is ON.
	Less than five minutes of Voicemail recording time is available.
	Voicemail is full.

Call Indicators

When the Deskset has an incoming, ongoing, or Held call, information about the call appears on the display. The Deskset screen displays one call at a time. You can access each call by pressing its Line key. The Line key LEDs reflect the call status. See [“Call Status LEDs” on page 14](#).

During a call, icons show call status and soft keys show the optional actions to take as shown in Figure 7. The icon changes according to the call status. See [“Call Status Icons” on page 15](#) for a complete description of the available icons.

The **Call Timer** displays the duration of the current call status, such as how long the call has been held.

If you subscribe to caller ID, **Call Information** consists of the phone number for all calls. Incoming calls also have the name if it is sent with the phone number.

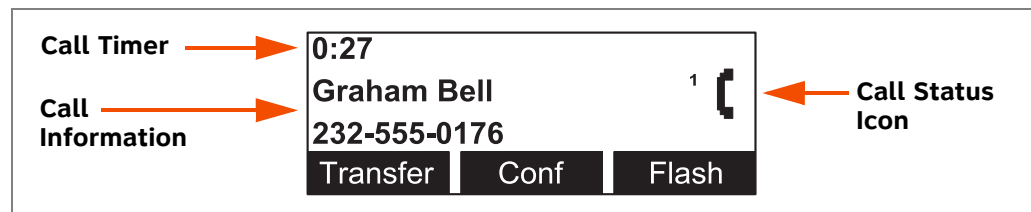


Figure 7. Active Call Screen

Call Status LEDs

The Call Status LEDs flash to indicate call status as described in Table 5.

Table 5 Call Status LED Activity








LED Activity	Description
Off	No Call
Steady GREEN	Active call
Fast Flash GREEN	Ringing call
Slow Flash GREEN	Call held at your Deskset
Steady ORANGE	Active call at another Deskset
Flash ORANGE	Call held at another Deskset



Call Status Icons

Table 6 shows and describes the call status icons. The number beside an icon indicates the number of the associated Line key. See ["Programmable Feature Keys" on page 16](#) for a complete description.

Table 6 Call Status Icons

Icon	Status	Icon	Status
	Off Hook Indicates that you have lifted the handset, pressed SPEAKER or HEADSET , or you are on a phone call.		Conference On Hold Indicates you have put a conference call on hold.
	On Hold Indicates you have put the call on hold.	 	Ringing Call and Ignored Call Indicates an incoming call.
	Conference Indicates a conference call.		Call Forwarded Indicates an internal call forwarded beyond your originally dialed number.



Programmable Feature Keys

The Deskset has ten Programmable Feature keys as shown in [Figure 2 on page 9](#). Key 10 (bottom) is an Intercom key, and is not programmable. Press this key to call another extension. Your system administrator can program the other nine keys to access more outside lines, more Intercom lines, or for other functions, including Quick Dial. See ["Quick Dial" on page 93](#) to add Quick Dial entries.

Table 7 lists the default functions for the Programmable Feature keys. Your key assignments may be different. Table 8 on page 17 has a complete list of possible Programmable Feature Key assignments.

Table 7 Programmable Feature Key Default Functions

Key	Function Label	For more information, see...
1	Line 1	"Lines and Line Keys" on page 11
2	Line 2	
3	Line 3	
4	Line 4	
5	Page	"Sending a Page" on page 69
6	Redial	"Accessing the Redial List" on page 39
7	Directory	"Using the Directory" on page 44
8	Call Log	"Using the Call Log" on page 63
9	Messages	"Voicemail Overview" on page 52
10	Intercom ^a	"Making an Intercom Call" on page 24

a. Non-programmable.



Programmable Feature Key LEDs

The Programmable Feature Keys have two-color LEDs to signal the status of some functions. The LED flash patterns indicate call and feature status as described in Table 8.

Table 8 Programmable Feature Keys LED Activity

Key	LED Activity	Description
Line 1, Line 2, Line 3...	Off	No call
	Steady GREEN	Active call
	Quickly Flashing GREEN	Ringing call
	Slow Flash GREEN	Call held at your Deskset
	Steady ORANGE	Active call at another Deskset
	Flash ORANGE	Held call at another Deskset
Page	Off	No page
	Steady GREEN	Making page
	Quickly Flashing GREEN	Receiving page
Redial	Off	Not applicable
Directory	Off	Not applicable
Call Log	Off	No new calls
	Steady ORANGE	One or more new missed calls
Messages	Off	No new messages
	Steady ORANGE	One or more new messages
Do Not Disturb	Off	DND off
	Steady ORANGE	DND on
Quick Dial	Off	Not applicable
Held Calls List	Off	Not applicable
Intercom	Steady GREEN	Active call
	Quickly flashing GREEN	Incoming call
	Slowly flashing GREEN	Held call
Help	Off	Not applicable



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 8.

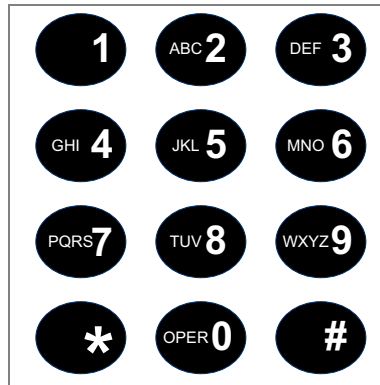


Figure 8. Dial Pad

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. Upper-case letters.
2. Key number.
3. Lower-case letters.

For example, pressing **2** cycles through A, B, C, 2, a, b, c. Pressing **7** cycles through P, Q, R, S, T, 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 becomes backlit and you hear a dial tone. Begin dialing.
2. To end a call, press **SPEAKER**. The key backlight goes out.

During an active call, if you are using the handset or a corded headset, pressing **SPEAKER** switches audio to the speakerphone. If the handset is not "hung up," pressing **SPEAKER** switches audio between the handset and the speakerphone.

Using Help Screens

You can view 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 **MENU**, then **1**, and then **0**.
A menu of help items appears.



2. Press \triangle and ∇ to scroll to the desired help item.
3. Press **SELECT**.
4. Press **CANCEL** to return to the previous menu.



CHAPTER
2

MAKING CALLS

The SB35020 Deskset provides several methods for making a call. 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, 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.

You can dial the extension for the system operator by pressing **0** (zero).

- ["Active Call Screen" on page 21](#)
- ["Predialing" on page 22](#)
- ["Live Dialing" on page 22](#)
- ["Making a Call from a List" on page 23](#)
- ["Making an Intercom Call" on page 24.](#)



Active Call Screen

The Active Call screen, as shown in Figure 9, appears while you are on a call.

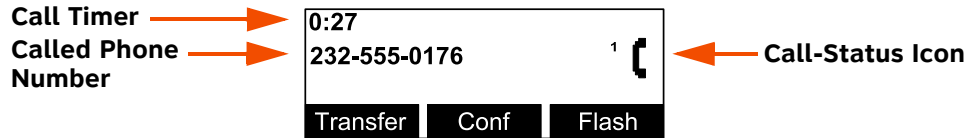


Figure 9. Active Call Screen

Table 9. Active Call Screen Description

Key	Description
Transfer	Begins transfer of a call.
Conf	Begins a conference call.
Flash	External calls only —Simulates a hook flash, which signals your telephone service provider to activate a feature. For example, hook flash may switch you to another incoming call when you hear a call-waiting tone, or enable you to create a conference call. These features may be offered as part of your phone plan. Features that use hook flash occur at the Central Office (CO) and are separate from any similar functions in Syn248.

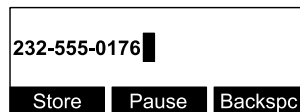


Predialing

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:

- Using the dial pad, enter the phone number (for example: **232-555-0176**). The predial screen appears.



Before you call the number, you can press:

- **Store** to store the number in your Personal list.
 - **Pause** to insert a two-second pause into the phone number.
 - **Backspc** to delete the last digit entered.
 - **CANCEL** to cancel predial.
- Lift the handset, or press **SPEAKER**, **HEADSET**, or press a Line key to go off hook and call the number.



When all the lines are in use, you cannot start a new call by lifting the handset, or by pressing **SPEAKER** or **HEADSET**. Instead, the screen briefly displays **All Lines Busy**.

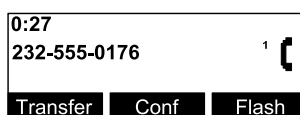
Live Dialing

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

To dial a live number:

- Do one of the following to go off hook (to hear the dial tone) from Idle mode:
 - Lift the handset.
 - Press **SPEAKER** or **HEADSET**.
 - Press an available Line key.
- Enter the number you want to dial.

The Active Call screen appears.



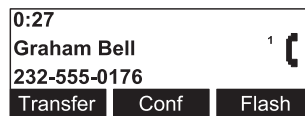
Making a Call from a List

To make a call from a list:

1. Access the desired list entry. For example, to view the Directory, press **MENU**, then **1**, and then **5**. The **Directory** screen appears. See ["Accessing Items in Lists" on page 37](#).



2. Press ∇ or \triangle until the desired entry appears.
3. Press **Call** or **SELECT** to dial the displayed number. The Deskset dials the number and the Active Call screen appears.



Making an Intercom Call

To make an internal (extension-to-extension) call, you must use the Intercom line, which you can access by pressing the **INTERCOM** key. By default, key 10 is an **INTERCOM** key, as shown in Figure 10, but your system administrator can configure additional Intercom keys to give you more Intercom lines.

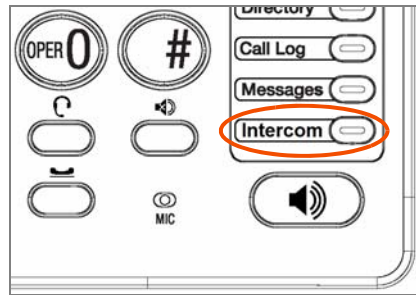


Figure 10. Intercom Key

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. Press the **INTERCOM** key, then dial the extension number.



Instead of dialing after pressing the **INTERCOM** key, you can press **ExtList**, highlight the desired extension number, then press **SELECT** to dial the number.

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



CHAPTER
3

ANSWERING CALLS

When a call comes in, the Deskset rings and the incoming call information appears as shown in [Figure 11 on page 26](#). The screen displays the caller's name and number (if available). If there is more than one incoming call, the new calls are assigned to Line keys while the oldest call remains on the screen. You can answer or ignore each call.

The following sections describe handling incoming calls:

- ["Incoming Call Screen" on page 26](#)
- ["Incoming Call Indication" on page 26](#)
- ["Answering a Call" on page 27](#)
- ["Ignoring a Call" on page 27](#)
- ["Intercom Auto Answering" on page 28](#)
- ["Call Forward–No Answer" on page 28](#)
- ["About the Auto Attendant" on page 29.](#)



Incoming Call Screen

The Incoming Call and Active Call screens are shown in Figure 11.

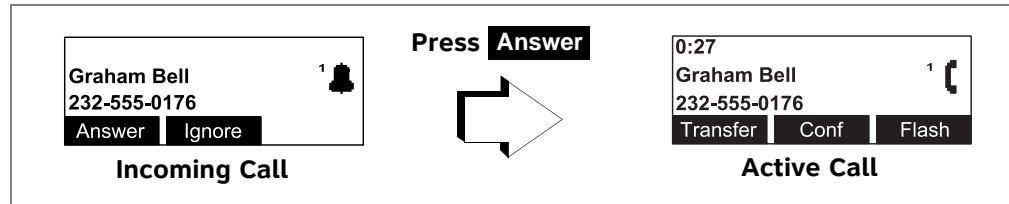


Figure 11. Incoming Call and Active Call

Table 10. Incoming Call Screen Soft Keys

Key	Description
Answer	Answers incoming call.
Ignore	Silences ringer during incoming call.

Incoming Call Indication

When there is an incoming call, the Deskset rings. See [“Sounds” on page 79](#).



Do Not Disturb automatically silences the ringer. See [“Using Do Not Disturb \(DND\)” on page 86](#).

When there are no active or held calls, an Incoming Call screen appears as shown in Figure 12.

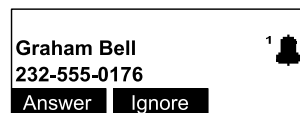


Figure 12. Incoming Call Screen

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

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.



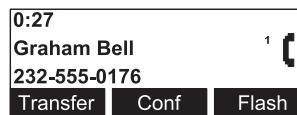
Answering a Call

To answer a call:

To answer an incoming call, do one of the following:

- Lift the handset.
- Press **Answer** to answer using the Preferred Audio method. See ["Preferred Audio Mode" on page 81](#).
- Press **SPEAKER** to use the speakerphone.
- Press **HEADSET** to use a headset connected to the Headset jack. See ["Call Management Using a Headset" on page 36](#).
- For multiple incoming calls, press the corresponding Line key to answer each call. The previous active call is put on hold. New calls remain in the display until you answer or until you press **Ignore**.

The active call screen appears.



If you are listening to Voicemail when a call comes in, press **Ignore** to return to the message playback screen.

Once you answer a call:

- Previous active calls are automatically put on hold.
- If you were predialing, that call is canceled.

Ignoring a Call

You can ignore an incoming call by pressing **Ignore** to silence the ringer. The silenced ringer icon appears. If you are on an active or held call, after the incoming call has been ignored, the screen returns to the call you were on before the incoming call.

- Once a call is ignored:
 - The **Ignore** key is no longer available on the incoming call screen.
 - The Line key continues to flash. If it is an Intercom call, the Intercom key flashes.
 - You can press the flashing Line or Intercom key to answer the incoming call.
 - When you have no other active calls, you can lift the handset, press **SPEAKER**, or press **HEADSET** to answer the incoming call.
 - If no one answers the call, the call goes to the Call Forward–No Answer destination. The default destination for external calls is the Auto Attendant. The default destination for Intercom calls is voicemail. See ["Call Forward–No Answer" on page 28](#).



Intercom Auto Answering

You can set your Deskset to answer Intercom calls automatically, without your having to touch the phone to answer. When you enable Intercom Auto Answer, **ANS** appears at the top of the Deskset screen as shown in Figure 13 unless **DND** is active, since Auto Answer is disabled when DND is on.



NOTE

Intercom Auto Answering applies only to direct Deskset-to-Deskset calls. Auto Answering does not apply to forwarded calls that use your Intercom line(s).

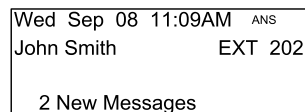
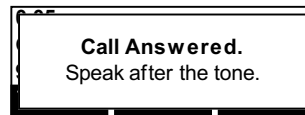


Figure 13. Intercom Auto Answer Enabled

To respond to an Auto Answered Intercom call:

After the call rings for the amount of time specified in the Auto Answer Delay (See [“Intercom Auto Answer” on page 76](#)), a two-second notification screen appears, and you hear a warning tone. Speak after the tone.



NOTE

If the Intercom 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, press **CANCEL** or **Ignore** while the call is ringing to send the call to the Intercom Call Forward–No Answer target. See [“Call Forward–No Answer” on page 28](#).

If there are multiple incoming Intercom calls, Auto Answer applies to the first call.

Call Forward–No Answer

Call Forward–No Answer is a setting that redirects incoming calls. The Syn248 system has two types of Call Forward–No Answer settings.

Phone Line Call Forward–No Answer can only be set by the system administrator. This setting determines the destination for unanswered calls on each line. After a call is forwarded, the call cannot be answered at the Deskset. Calls can be forwarded to:

- an extension
- an extension's voicemail (without ringing the Deskset)
- an external phone number
- Auto Attendant (default destination). See [“About the Auto Attendant” on page 29](#).



Intercom Call Forward–No Answer is a setting unique to each Deskset. The system administrator also sets this setting. This setting determines the delay of, and the destination for, unanswered calls coming through your Intercom line. These calls can include Intercom calls or outside calls forwarded to you by the Phone Line Call Forward–No Answer setting. The default destination is your voicemail. It can also be set for another extension, an outside phone number, or OFF.

About the Auto Attendant

The Syn248 system features an Auto Attendant that can answer calls during periods when your office is closed or when calls go otherwise unanswered. The Auto Attendant has an interactive voice menu that can guide callers to the desired extension or extension's voicemail.

The user at the Operator extension can set the Auto Attendant to one of three menus: a default menu, a Day menu and a Night menu. The default menu instructs callers to "Enter the extension number or enter 0 for the operator." You can customize both the Day and Night menus with your own greeting message and instructions to callers.

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 and press **0** to reach the operator.

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.



CHAPTER
4

CALL MANAGEMENT

This chapter describes the call management features of the SB35020 Deskset. The Deskset enables you to put calls on hold, transfer calls, and create conference calls.

- [“Call Management” on page 31](#)
- [“Putting a Call on Hold” on page 32](#)
- [“Transferring a Call” on page 33](#)
- [“Making a Conference Call” on page 34](#)
- [“Call Management Using a Headset” on page 36.](#)



Call Management

Call Management begins with the Active Call screen shown in Figure 14. The Call Status icons are described in [“Call Status Icons” on page 15](#).

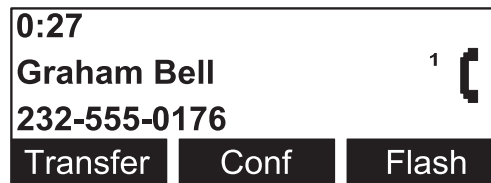


Figure 14. Active Call Screen

Table 11 Active Call Screen Description


Key	Description
Transfer	Begins transfer of a call.
Conf	Begins a conference call.
Flash	External calls only —Simulates a hook flash, which signals your telephone service provider to activate a feature.

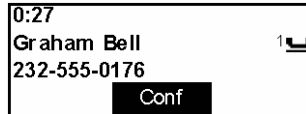


Putting a Call on Hold

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 key LED flashes green.



- On other Desksets that are assigned that line, the Line key LED flashes orange. Someone at any other Deskset assigned that line can press the flashing orange Line 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 42](#).
 - 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 Programmable Feature Keys or the Deskset Menu to access other functions.
 - When a call is on hold, you can also press **Conf** to start a conference call. See ["Making a Conference Call" on page 34](#).
2. To take the call off hold, press the flashing green Line key for that call.



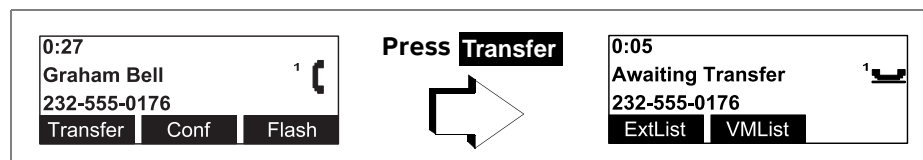
Transferring a Call

You can transfer an active call to:

- an internal extension
- an outside number, if this function has been enabled by your system administrator
- another extension's voicemail.

To transfer a call:

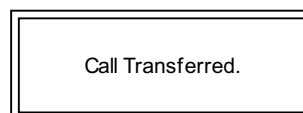
1. Press **Transfer** from the Active Call screen. The call is automatically put on hold and the Transfer Setup screen appears.



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.
 - take a held call off hold.
 - call a number from a list. For example, press **ExtList** and select an extension to call.
 - transfer the call directly to voicemail by pressing **VMList**, then selecting an extension.
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 selecting the first call and pressing **CANCEL**. The call remains on hold.



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

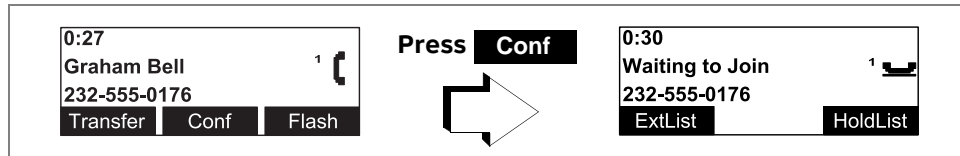


Making a Conference Call

You can set up a conference call with yourself and two telephone numbers (either internal, outside, or with both).

To make a conference call:

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



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.

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



3. To join the calls, press **Join**.

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



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.

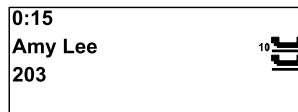


Putting a Conference on Hold

To put a conference on hold:

1. Press **HOLD**.

The other callers can continue communicating with each other. The held conference icon indicates a held conference.



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 Line key to start a new call.
- Answer an incoming call.

To take a conference call off hold:

1. Press a corresponding Line 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 you were on before the conference call.
- a Line key to display the call you want to end, and then press **Drop**. The other call remains active.

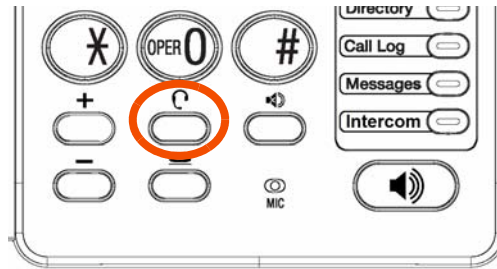


Call Management Using a Headset

You can use a corded or cordless headset with the SB35020 Deskset if it is plugged into the jack on the back of the Deskset. The cordless headset must provide its own wireless radio.

To use a Headset:

- From Idle mode or during a call, press the **HEADSET** key.



If you have a headset connected and turned on, then the headset becomes active.

- To return audio to the Deskset (speakerphone or handset), press the **HEADSET** key.



You cannot use the Deskset **HEADSET** key to control the audio of headsets.



CHAPTER
5

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, have other features associated with them that 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:

- **Directory List** — See Chapter 6, ["Directory" on page 43](#)
- **Voicemail List** — See Chapter 7, ["Voicemail" on page 51](#)
- **Call Log** — See Chapter 8, ["Call Log" on page 62](#)
- **Extension List** — See ["Accessing the Extension List" on page 38](#)
- **Redial List** — See ["Accessing the Redial List" on page 39](#)
- **Held Calls List** — See ["Accessing the Held Calls List" on page 42](#).



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 44](#). When you go off-hook, you can access the Extension List using the **ExtList** soft key that appears.

To access the Extension List:

1. Lift the receiver or press **SPEAKER**, then press the **Intercom** key.

The Dialing screen appears.



2. Press **ExtList**. The **Extension List** appears.

Extension List	1/8	▼▲
Mary Williams	200	
David Carter	201	
Angela Martin	202	

3. Press ▼ or ▲ until you highlight the desired entry.
4. Press **SELECT** to call the highlighted extension.



You can also access the Extension list from the following:

- **Transfer** — See ["Transferring a Call" on page 33](#).
- **Conference Setup** — See ["Making a Conference Call" on page 34](#).



Accessing the Redial List

The last 20 phone numbers that you dialed are recorded in the Redial list, as shown in Figure 15 and described in Table 12.

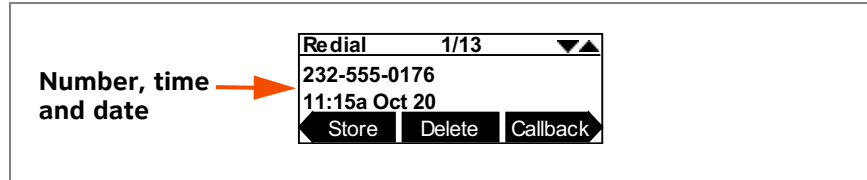


Figure 15. Redial List

Table 12. Redial List Function

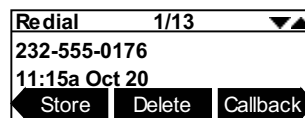
Key	Description
Store	Stores the caller's number in the Personal list. You can also enter the caller's name.
Delete	Deletes the entry.
Callback	Allows you to dial the number or store the caller's number in the Personal list.
DelAll	Deletes all entries.

Dialing a Redial Number

To dial a Redial number:

1. Press **MENU**, then **1**, and then **7**.

The Redial list appears.



2. Press ∇ or \triangle until you see the desired entry.
3. Press **SELECT** to redial the number, or press **Callback** to:
 - redial the number by pressing **Call**.



- store the caller's number by pressing **Store** . The Store Redial Entry screen appears with the number filled in.

First Name:		▼▲
Last Name:		
Phone #:	232-555-0176	
Save		Backspc

- If necessary, enter the caller's first and last names. Press ▼ to move the cursor to the **Last Name** and **Phone #** entries.
- Press **Save** to save the entry.



The system does not check for duplicate entries.

NOTE

- 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 displayed.

To delete a single entry:

- In the Redial list, press ▼ or ▲ until you see the desired entry.
- Press **Delete** .
- Press **CANCEL** to exit the Redial list.

To delete all Redial entries:

- In the Redial list, press ◀ or ▶ to display the **DelAll** soft key.

Redial	1/13	▼▲
2325550176		
11:15a Oct 20		
DelAll		▶

- Press **DelAll** . A confirmation screen appears.

Are you sure you want to delete all entries?	
Yes	No

- Press **Yes** to confirm deletion.
- Press **CANCEL** to exit the Redial list.

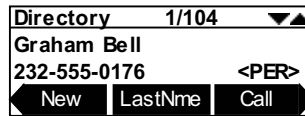


Searching the Extension or Directory Lists Using the Dial Pad

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

To search for a list entry:

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

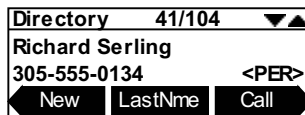


2. Press the dial-pad keys to cause the Deskset to search for an exact match or the closest match. For example:

- If you press **4** once, the Deskset searches for names beginning with **G**.
- If you press **7** three times, the Deskset searches for names beginning with **R**.

See ["Dial-Pad Entry" on page 18](#) for information on entering other individual letters. This searching function uses only the uppercase letters.

When an exact match is found, the entry appears.



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



Accessing the Held Calls List

When you or anyone else in your office puts an external call on hold, the call is displayed in the Held Calls List. The Held Calls List shows all held calls on all lines in the system, including lines that haven't been assigned to your Deskset Line keys.

You can view and retrieve any held call in the system from the Held Calls List. A call retrieved from the Held Calls List uses an Intercom line on your Deskset.

Your Deskset Line keys flash orange to indicate held calls on the lines that were assigned to your Deskset. Pressing a flashing orange Line key is the easiest way to retrieve a held call. However, this is not always possible because all Desksets in the system may not have the same lines assigned to them. For example, your department may have lines 1 and 2 assigned to your Desksets. Another department in your company may have lines 3 and 4 assigned to their Desksets. Using the Held Calls List, you can access calls being held on lines 3 and 4.

To retrieve a call from the Held Calls List:

1. Press **MENU**, then **1**, then **1**.

The **Calls on Hold** screen appears.

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

2. Press ▼ or ▲ to highlight the desired call.
3. Press **SELECT** to retrieve the call.

The call becomes active on your Intercom line. Any previous active call on your Deskset goes on hold.



If you put an external call on hold then retrieve the same call from the Held Calls List, you will only be able manage the call on the Intercom line.



CHAPTER
6

DIRECTORY

The Syn248 system provides three Directory lists. By default, the system displays entries from all three lists. See [“To view and call Directory entries:” on page 45](#) 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. 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 44](#)
 - [“Viewing and Calling Directory Entries” on page 45](#)
 - [“Creating a New Personal List Entry” on page 46](#)
 - [“Editing a Personal List Entry” on page 47](#)
 - [“Storing Directory Entries from the Call Log or Redial List” on page 49](#)
 - [“Sorting Directory Entries” on page 50.](#)



Using the Directory

Access the Directory by pressing **MENU**, then **1**, and then **5** to display the screen shown in Figure 16 and described in Table 13.

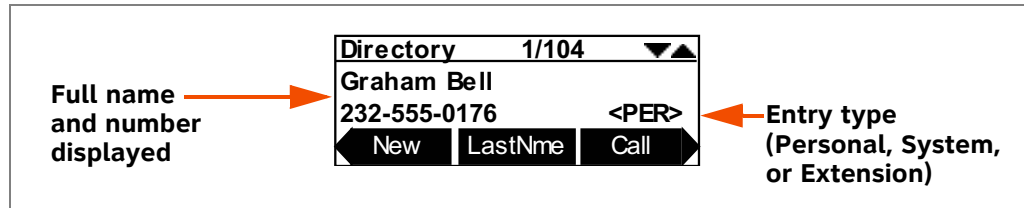


Figure 16. Directory

Table 13. Directory Screen Description

Key	Description
New	Creates a new entry in the Personal list.
Edit	Allows you to change previously entered information.
FirstNme	Switches between first and last name sorting.
LastNme	
Call	Dials the on-screen number.
Settings	Displays a list of Directory settings.
Delete	Deletes the entry.



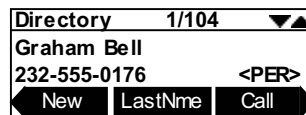
Viewing and Calling Directory Entries

By default, the **Directory** screen displays entries from all three Directory lists—Personal, System, and Extension. You can change the Directory settings to view any combination of the lists. 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 Deskset displays the next entry in the alphabetical list.

To view and call Directory entries:

1. Press **MENU**, then **1**, and then **5**.

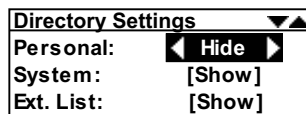
The Directory list appears.



2. Press ▼ or ▲ to show the desired entry.
3. Press **SELECT** to dial the displayed phone number.

To change Directory settings:

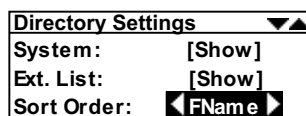
1. From the Directory list, press ◀ or ▶ to display the **Settings** soft key.
2. Press **Settings** to display the **Directory Settings** screen.



3. Press ▼ or ▲ to highlight the desired list, and press ◀ or ▶ to select **Show** or **Hide**. Show all lists by setting all three to **Show**.

OR

Press ▼ or ▲ to highlight **Sort Order**, and press ◀ or ▶ to select the default sort order.



4. Changes are saved immediately. Press **CANCEL** to return to the **Directory** screen.



Creating a New Personal List Entry

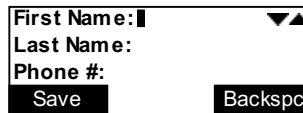
You can add up to 50 personal entries to the **Directory**. These personal entries are only visible at your extension.

To create a new Personal list entry:

1. Press **MENU**, then **1**, and then **5**.

The Directory appears.

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



The screenshot shows a text entry screen with three fields: 'First Name:', 'Last Name:', and 'Phone #:'. The 'First Name:' field has a cursor at the end. Below the fields are two buttons: 'Save' and 'Backspc'. There are also small up and down arrow icons to the right of the 'First Name:' field.

3. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See ["Dial-Pad Entry" on page 18](#). The name text fields are limited to 20 characters each and the number field is limited to 32 digits.

When editing the entry, you have the following options:

- Press \triangleleft or \triangleright to move the cursor.
 - Press \triangle 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.
 - When entering a phone number, press **Pause** to insert a two-second pause. The pause appears as a **P** in the field and is counted as a digit.
4. 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 **MENU**, then **1**, and then **5**.

The Directory appears.

2. Press ∇ or \triangle to display a **Personal** entry to be edited.
3. Press \triangleright so that **Edit** appears, then press **Edit**. The **Personal Entry** edit screen appears.

First Name: Graham	∇	\triangle
Last Name: Bell		
Phone #: 232-555-0176		
Save		Backspc



The **Edit** key is not available when a **System** or **Extension** entry appears in the Directory list.

4. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See ["Dial-Pad Entry" on page 18](#). The name text fields are limited to 20 characters each and the number field is limited to 32 digits.

When editing the entry, you have the following options:

- Press \triangleleft or \triangleright to move the cursor.
 - Press \triangle 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.
 - When editing a phone number, press **Pause** to insert a two-second pause. The pause appears as a **P** in the field and is counted as a digit.
5. Press **Save**. The **Directory** appears.



Deleting a Personal List Entry

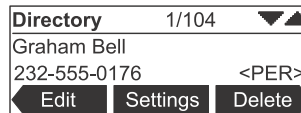
You can delete any one of your personal list entries while viewing the **Directory**.

To delete a Personal list entry:

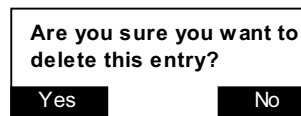
1. Press **MENU**, then **1**, and then **5**.

The Directory appears.

2. Press ∇ or \triangle to display the entry to be deleted.
3. Press \triangleright so that **Delete** appears.



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



5. To confirm the deletion, press **Yes**.



NOTE

The **Delete** key is not available when a System or Extension entry appears in the Directory.



Storing Directory Entries from the Call Log or Redial List

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

1. In the **Call Log** or **Redial** list, press \triangle or ∇ to display the desired entry.
2. If necessary, press \triangleleft or \triangleright to see the **Store** soft key.
3. Press **Store** to store the entry in your Personal list. The Personal Entry screen appears.

First Name: Graham Bell	▼▲
Last Name:	
Phone #: 232-555-0176	
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.
 - When editing a phone number, press **Pause** to insert a two-second pause. The pause appears as a **P** in the field and is counted as a digit.
4. Press **Save** to save the entry.

**NOTE**

The system does not check for duplicate entries.



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 **MENU**, then **1**, and then **5**.

The Directory appears.

2. To sort the entries by first name, press **FirstNme**.



To sort the entries by last name, press **LastNme**.



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



CHAPTER
7

VOICEMAIL

Your Syn248 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 17 on page 52](#), 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.

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

- ["Voicemail Overview" on page 52](#)
- ["Setting up Your Voicemail Greetings" on page 53](#)
- ["Accessing Your Messages" on page 54](#)
- ["Deleting Messages" on page 57](#)
- ["New Message Status Indications" on page 58](#)
- ["Accessing Your Voicemail Remotely" on page 59.](#)



Voicemail Overview

When there is at least one new message, the MESSAGE WAITING LED lights up, as shown in Figure 17.



Figure 17. Message Waiting LED

To access your messages, see [“Accessing Your Messages” on page 54](#). Each message appears on a screen similar to the screen shown in Figure 18. To see other messages, press \triangle or ∇ . Pressing \triangleleft or \triangleright displays the soft keys described in Table 14.

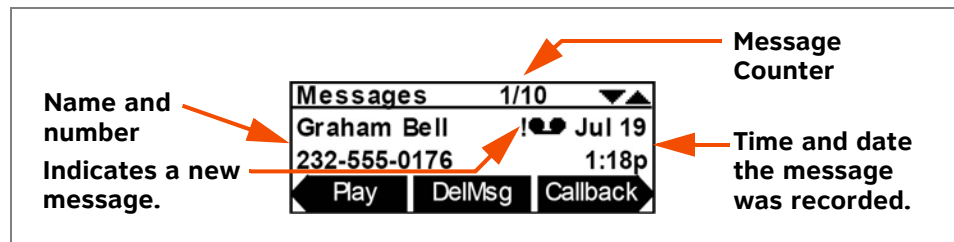


Figure 18. Messages Screen

Table 14. Voicemail List Description

Key	Description	Key	Description
Play	Plays message.	DelMsg	Deletes displayed message.
DelAll	Deletes all Voicemail messages.	PlayAll	Plays all Voicemail messages.
Callback	Allows dialing options before calling a number from Call Log, Redial list, or Messages.	CirNew	Clears and restores the new message indication from a message.
		MrkNew	



Setting up Your Voicemail Greetings

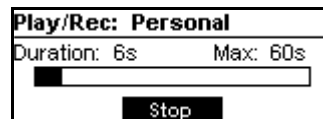
You can have three different greetings for your Voicemail. You can then activate the one that is currently appropriate. You can record a **Primary Greeting** to use most of the time and an **Alternate Greeting** for when you are out of the office. The **Pre-Set** greeting, "Please leave a message after the tone," is used when no other greeting is recorded.

To record a Primary or Alternate greeting:

1. Press **MENU**, then **2**, then **1**, and then **1** to display the **Voicemail Greetings** menu.
2. Press ∇ or \triangle to highlight the **Primary** or **Alternate** greeting. You cannot record over the **Pre-Set** greeting.
3. Press **PlayRec**. The message review screen appears. The **Play** and **Delete** soft keys do not appear if a greeting has not already been recorded.



4. If you wish to record the greeting on the handset, lift the handset. You can also record the greeting on the speakerphone.
5. To record your greeting, press **Record**. The message recording screen appears.



6. Press **Stop** when you are finished. The greeting is saved and the message review screen appears. Recording stops automatically if you exceed the 60-second time limit.



7. Press **Play** to review the message or **Delete** to delete the greeting.
8. Press **CANCEL** to return to the **Voicemail Greetings** menu.



To activate a greeting:

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



- Press \triangle or ∇ to highlight the **Primary**, **Alternate**, or **Pre-Set** greeting to be played to outside callers.

**NOTE**

When you highlight the **Pre-Set** greeting, the **PlayRec** soft key changes to **Play**. You cannot delete or record over the Pre-Set greeting.

2. Press **Activate** to make the highlighted greeting the greeting played to callers. The system checks to see if the selected greeting has been recorded.
 - If the selected greeting has been recorded, **[ACTIVE]** appears beside the selected greeting.
 - If a greeting has not been recorded, **Greeting not recorded** appears. To record a **Primary** or **Alternate** greeting, see ["To record a Primary or Alternate greeting:" on page 53.](#)

Accessing Your Messages

To access an entry from Voicemail:

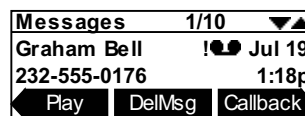
1. Press **MENU**, then **1**, and then **3**.

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

**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 **Messages** screen appears.



2. Press ∇ or \triangle until you see the desired **Messages** entry.
3. Press **CANCEL** to exit the Voicemail list.

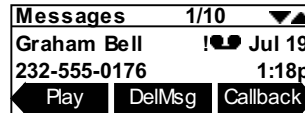


Message Playback

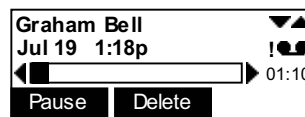
You can play either a single message or all of your Voicemail messages.

To play a single message:

1. On the **Messages** screen, press \triangle or ∇ until the desired entry is on the screen.



2. Press **Play**. The ! icon appears on messages that are being played for the first time.



During message playback, you can press:

- **Pause** to pause message playback.
- **Delete** to delete the message. If there are more messages, the next message is displayed.
- \triangleleft or \triangleright to skip back or forward by 8 seconds.
- \triangle or ∇ to skip to the previous (newer) or next (older) message.

To play all messages:

1. On the **Messages** screen, press \triangleleft or \triangleright to display the **PlayAll** soft key.
2. To play all messages, press **PlayAll**.

The system starts with the oldest and ends with the most recent. There is a short beep between messages. The ! icon appears on messages that are being played for the first time. During message playback, you can press:

- **Pause** to pause message playback.
- \triangleleft or \triangleright to skip back or forward by 8 seconds.
- ∇ or \triangle to skip to the previous or next message.
- **CANCEL** to stop playback and return to the **Messages** list.

If all messages play without interruption, you return to the **Messages** list with the last played message on the screen.



Calling the Messenger

You can call back the person who left the Voicemail message.

To call back the person who left the message:

1. In the **Messages** list, press \triangle or ∇ until the desired entry is on the screen.
2. Press **Callback**. The **Call Back** screen appears.



- Press \triangleleft or \triangleright to view the dialing options.
- Press **Call** to dial the number.
- Press **Store** to store the entry in your Personal Directory.
- Press **CANCEL** to return to the **Messages** list.



Deleting Messages

You can delete a single message or all messages from the **Messages** screen. You can also delete a single message during message playback, as described in ["Message Playback" on page 55](#).

To delete a single message or all messages:

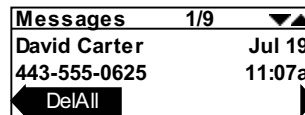
1. On the **Messages** screen, press ∇ or \triangle until the desired entry is on the screen.
2. Press **DelMsg** to delete the message.

The system deletes the message and displays call information for the next message.

OR

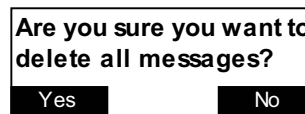
To delete all messages:

- a. Press \triangleleft or \triangleright to display the **DelAll** soft key.



- b. Press **DelAll**.

The confirmation screen appears.



- c. Press **Yes** to confirm.



All messages are deleted, including new (unheard) messages.

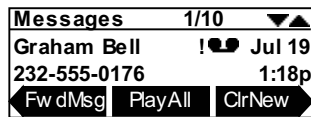


New Message Status Indications

You can add a new message indication (!📧📧) or delete the new message indication from a message. The new message indication disappears after you play a message, but you can mark a message as “new” or “old” at any time.

To clear and restore new Message indications:

1. On the **Messages** screen, press ▾ or ▴ until the desired entry is on the screen.
2. Press ◀ or ▶ to display the **ClrNew** soft key.



3. Press **ClrNew** to clear the new message indication.
The **MrkNew** soft key replaces **ClrNew**.
4. If desired, press **MrkNew** to restore the !📧📧 icon for a selected message, marking the message as new 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.

**NOTE**

To use this feature, your system must be set up for remote voicemail access. The Phone Line Call Forward–No Answer setting and Intercom Call Forward–No Answer setting must allow you to reach your extension's voicemail. For more information, consult your system administrator.

To access Voicemail remotely:

1. Dial your company phone number.
2. Depending on your system settings, do one of the following:
 - If the Auto Attendant answers your call, enter your extension number. When your extension rings, wait for your call to go to voicemail, then press the star key twice (**) when you hear your voicemail greeting.
 - If the Auto Attendant allows you to reach your extension's voicemail directly, press the star key twice (**) when you hear your voicemail greeting.
 - If the Phone Line Call Forward–No Answer setting forwards your call directly to your voicemail, press the star key twice (**) when you hear your voicemail greeting.
 - If the Phone Line Call Forward–No Answer setting rings your extension, wait for your call to go to voicemail, then press the star key twice (**) when you hear your voicemail greeting.
3. When you hear "Enter your access code, followed by the pound key" enter your password (if you have created one), then enter pound (#) to access the voice prompt menu.

If you have not created a password, press the pound (#) key.

**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 shown in Figure 19. You have the following options:

- To listen to new messages, press **1**.
- To listen to old messages, press **2**.
- To change Voicemail options, press **8**.

Once you press 1 or 2, and the messages start playing, you have the following options:

- 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 *****.

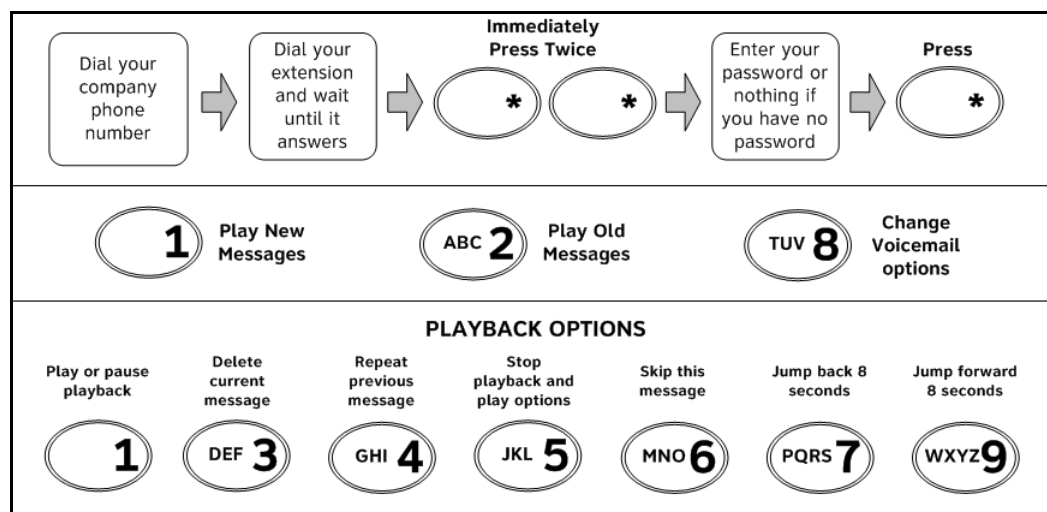


Figure 19. Remote Voicemail Access



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 20, 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**.

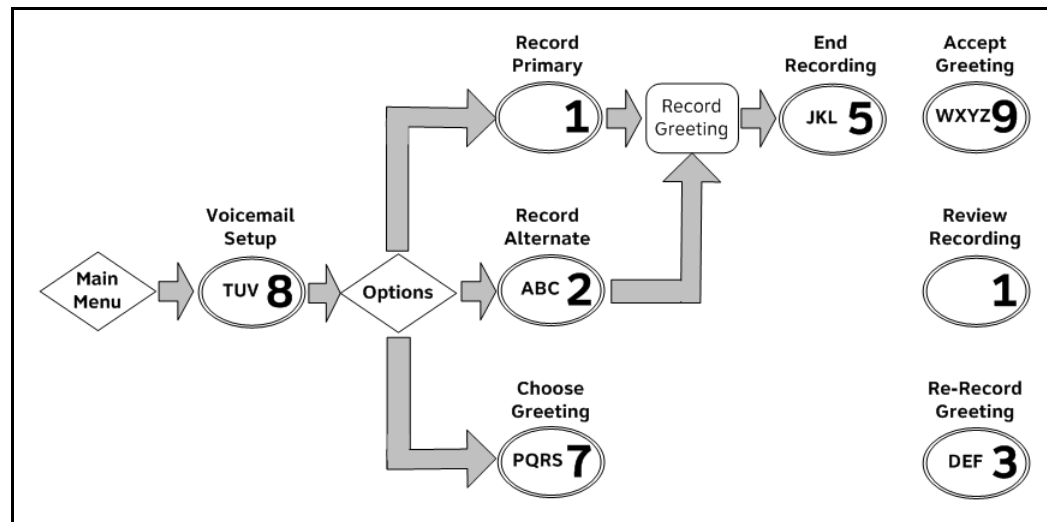


Figure 20. Remote Voicemail Greeting Setup



CHAPTER
8

CALL LOG

The Deskset 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 63](#)
- ["Managing Missed Calls" on page 64](#)
- ["Deleting Call Log Entries" on page 67.](#)

You can view the Call Log by pressing **MENU**, then **1**, and then **6** from the Idle screen.



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 21 and described in Table 15, are available whenever the Call Log has at least one entry.

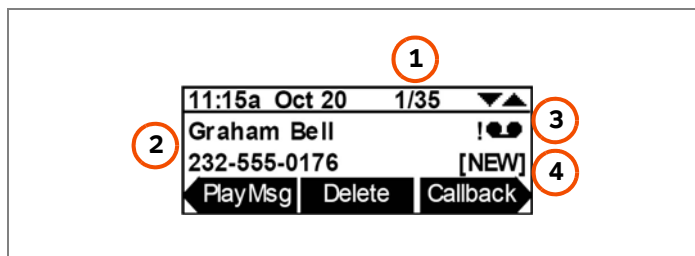



Figure 21. Call Log Functions

1. Current Call Log entry number/ total number of entries	50/50 maximum.
2. Name and number	
3. Voicemail message available for playback.	Exclamation mark (!) indicates the message is new.
4. NEW	Indicates the call was not answered and has not been reviewed.

Table 15. Call Log Soft keys

Key	Description	Key	Description
PlayMsg	Plays message. Appears only when there is a message.	Delete	Deletes the entry.
Callback	Dials the entry.	Store	Stores number in your Personal list.
ClrNew	Clears [NEW] indication from the displayed entry.	DelAll	Deletes all entries.

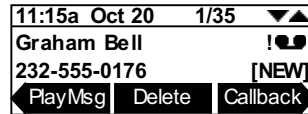
- The Voicemail message icon  appears in call entries where the caller left a message. The icon remains until you delete the message. An ! icon indicates the message is new.
- If your company has caller ID, the caller information appears. If the caller ID information is absent because it is unavailable, **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:

1. Press **MENU**, then **1**, and then **6**.

The most recent Call Log entry appears.



2. Press ∇ or \triangle until the desired entry is on the screen.
3. Press **CANCEL** to exit the Call Log.

Managing Missed Calls

All incoming calls are recorded in the Call Log. Unanswered calls that have not been reviewed are indicated by **[NEW]**.

To review and make calls from the Call Log:

1. On the Call Log screen, press ∇ or \triangle to see the desired entry.
 - Press **CallBack** to access dialing options before calling a number and to dial the displayed number. The **Call Back** screen appears.



- Press **Call** to dial the on-screen 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 \triangleleft or \triangleright 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 displayed entry.
2. Press **CANCEL** to exit the Call Log.

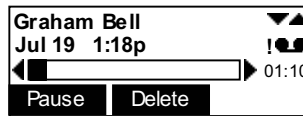


Listening to Voicemail From the Call Log

If the caller left a Voicemail message, you can play the message from the Call Log.

To play a Voicemail message from the Call Log:

1. On the Call Log screen, press \triangle or ∇ until the desired entry is on the screen.
2. Press **PlayMsg**. The message playback screen appears.



PlayMsg only appears if the call has an associated Voicemail.

If necessary, use the dial pad to enter your 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 ◀ or ▶ to display the **Store** soft key.
2. Press **Store** to store the entry in your Personal list. The store personal entry screen appears.

First Name: Angela Ma...▼▲
Last Name:
Phone #: 732-555-7318
Save Backspc

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

3. 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.
 - When editing a phone number, press **Pause** to insert a two-second pause. The pause appears as a **P** in the field and is counted as a digit.



The system does not check for duplicate entries.

NOTE

4. Press **Save** to store the entry and return to the **Call Log**.
5. Press **CANCEL** to exit the **Call Log**.



Deleting Call Log Entries

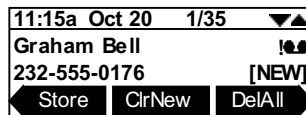
You can delete a single Call Log entry, or all Call Log entries.

To delete Call Log entries:

1. From a Call Log entry, press **Delete**. The displayed entry is removed from the list and the next entry appears.

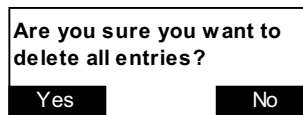
OR

To delete all Call Log entries, press ◀ or ▶ to display the **DelAll** soft key.



- a. Press **DelAll**.

The confirmation screen appears.



- b. Press **Yes** to confirm.
2. Press **CANCEL** to exit the **Call Log**.



C H A P T E R
9

PAGING

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



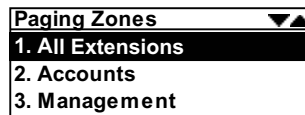
Sending a Page

You can start sending a page from the **Paging Zones** screen. If your system administrator has set up Paging Zones, you can page all extensions or a zone.

To send a page:

1. Press **MENU**, then **1**, and then **2**.

The **Paging Zones** screen appears. The screen shows the page options available to your Deskset.



2. Highlight **All Extensions** or a Paging Zone.
3. Press **SELECT**. The system emits a short paging tone and the **Page** screen appears.



OR

Press **CANCEL** to return to the idle screen.

4. Speak into the speakerphone or pick up the handset to speak.
5. When finished, press **EndPage** or **CANCEL**, hang up the handset, or press **SPEAKER**. 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.
- The **PAGE** Programmable Feature Key (key #5 by default) flashes.
- Press the **VOL+** or **VOL-** keys to adjust the volume. This volume setting affects current and future incoming pages only.
- Lifting the handset interrupts the page. The **PAGE** key continues to flash.



CHAPTER 10

DESKSET SETTINGS

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

- ["Deskset Menu" on page 71](#)
- ["Features" on page 72](#)
- ["User Settings" on page 73](#)
- ["Admin Settings" on page 84](#)
- ["Deskset Information" on page 85](#)
- ["Auto-Attendant Settings" on page 86](#)
- ["Using Do Not Disturb \(DND\)" on page 86.](#)



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:

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



- Press **1** on the dial pad to display the **Features** menu. These features are discussed throughout this User's Guide. See ["Features" on page 72](#) for appropriate links.
- Press **2** to display the **User Settings** menu. See ["User Settings" on page 73](#) for further instructions.
- Press **3** to display the **Admin Settings** menu. See ["Admin Settings" on page 84](#).
- Press **4** to display the **Deskset Information** screen. See ["Deskset Information" on page 85](#) for further instructions.
- If your system administrator has set your extension as the Operator extension, the menu has an additional item. Press **5** to change the **Auto Attendant** settings. See ["Auto-Attendant Settings" on page 86](#) for further instructions.



Features

Use the **Features** menu to access the Deskset Features, as shown in Figure 22 and described in Table 16.

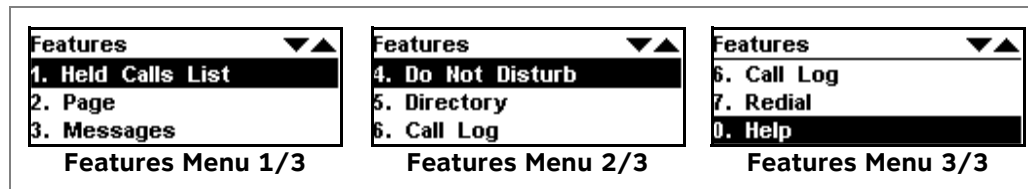


Figure 22. Deskset Features Menu

Table 16. Deskset Menu

Feature	See page...	Description
1. Held Calls List	42	View and retrieve held calls from any line in the system.
2. Page	69	Make an announcement to your organization.
3. Messages	54	Play, delete, or forward messages.
4. Do Not Disturb	86	Turn Do Not Disturb on and off.
5. Directory	44	View and make calls from the Directory.
6. Call Log	63	View and make calls from the Call Log.
7. Redial	39	View the last 20 numbers dialed and redial a selected number.
0. Help	19	View help information on the Deskset screen.



NOTE

Depending on how your system administrator set up your extension, some of these features may be available by pressing one of the Programmable Feature Keys on the right side of the Deskset. See [“Programmable Feature Keys” on page 16](#).



User Settings

Use the **User Settings** menu to set up options as shown in Figure 23 and described in Table 17.

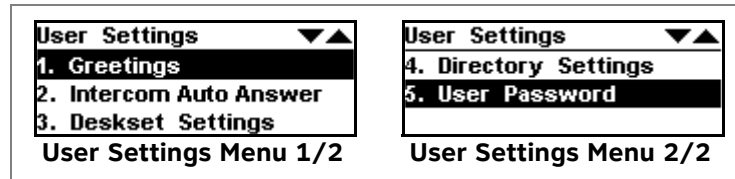


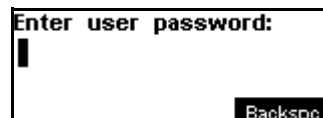
Figure 23. User Settings Menu

Table 17. Deskset Menu – User Settings

Setting	See page...
1. Greetings	74
2. Intercom Auto Answer	76
3. Deskset Settings	77
4. Directory Settings	82
5. User Password	83

To display the User Settings menu:

1. Press **MENU** and then **2** to display the **User Settings** menu.
2. If you have set a user password, the **User Password** screen appears before the **User Settings** menu appears.



- Enter your password and press **SELECT**.
- To correct errors, press **Backspc**.
- To cancel your changes on that screen, press **CANCEL** at any time. The Deskset will return to the previous screen.



Greetings

Use the **Greetings** menu, as shown in Figure 24 and described in Table 18, to record greetings.

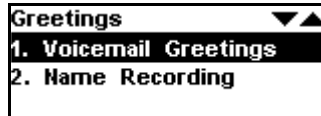


Figure 24. Greetings Menu

Table 18. User Settings – Greetings Menu

Function	See page...	Description
1. Voicemail Greeting	53	Record and set your Voicemail greetings.
2. Name Recording	75	Record your name.



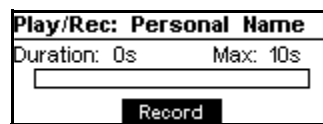
Name Recording

If callers access the Company Directory when unanswered calls are directed to the Auto Attendant, 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. Press **MENU**, then **2**, then **1**, and then **2** to display the **Name Recording** menu. The **Play** and **Delete** soft keys do not appear if your name has not already been recorded.



2. Press **Record** to record a personal name. The **Record** key changes to **Stop**.



You are limited to a 10-second recording; recording stops automatically if the limit is exceeded.

3. Press **Stop** when you are finished. The recording is saved and the recording review screen appears.



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

OR

Press **Delete** to delete the recording. The **Recording Deleted** screen briefly appears.



5. Press **CANCEL** to return to the **Greetings** menu.



Intercom Auto Answer

You can set the Deskset to automatically answer Intercom 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.



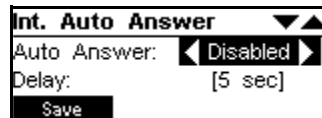
Do Not Disturb takes priority over Auto Answer.

NOTE

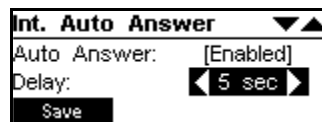
Intercom Auto Answer does not apply to outside calls that use an Intercom line after they were forwarded to your Deskset by a Phone Line Call Forward–No Answer setting.

To set Auto Answer:

1. Press **MENU**, then **2**, and then **2**. The **Intercom Auto Answer** screen appears.

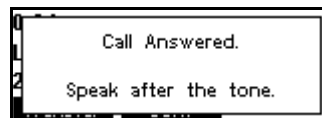


2. Press \triangleleft or \triangleright to select either **Disabled** or **Enabled**.
3. Press ∇ , then \triangleleft or \triangleright to set the delay before the Deskset automatically answers each call.



4. Press **Save** to confirm the change. The **Call Management** menu appears.

When an incoming call is automatically answered, a **Call Answered** screen appears and a tone sounds.



Deskset Settings

Use the **Deskset Settings** menu to set up the display appearance and sounds of your Deskset as listed in Table 19.

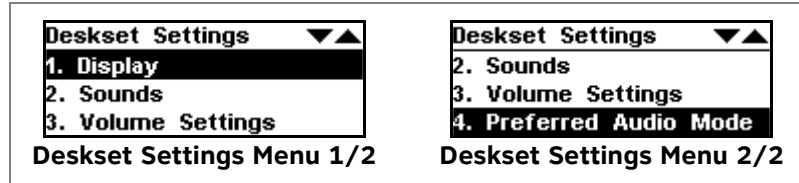


Figure 25. Deskset Settings Menu

Table 19. Deskset Settings Menu

Function	See page...	Options
1. Display	78	<ul style="list-style-type: none"> 1. Contrast (1–9) 2. Backlight (Lo/Hi/Off)
2. Sounds	79	<ul style="list-style-type: none"> 1. Ring Volume (0–9) 2. Ringtones (1–9) 3. Key beeps (On/Off)
3. Volume Settings	80	<ul style="list-style-type: none"> Speaker Volume (1–9) Receiver Volume (1–9) Headset Volume (1–9) Paging Volume (1–9)
4. Preferred Audio Mode	81	Preferred Audio Mode (Speaker, Headset)



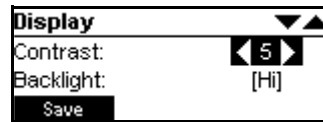
Display

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

To use the *Display* menu:

1. Press **MENU**, then **2**, then **3**, and then **1**.

The **Display** menu appears.



2. Press ◀ or ▶ to adjust the **Contrast** level from **1** to **9**. The default is **5**.
3. Press ▼ to set the **Backlight** level.
Press ◀ or ▶ to select **Hi**, **Lo**, or **Off**. The default is **Hi**.
4. Press **Save** to accept the adjustments and return to the **Deskset Settings** menu.



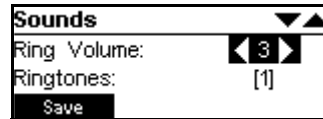
Sounds

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

To use the Sounds menu:

1. Press **MENU**, then **2**, then **3**, and then **2**.

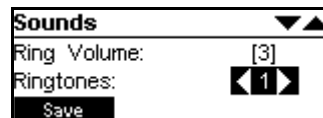
The **Sounds** menu appears.



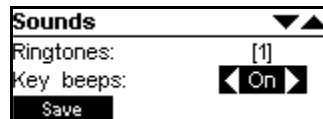
2. Press \triangleleft or \triangleright to adjust the **Ring Volume** from **0** to **9**. The default is **3**. A ringer sample plays. You can also set the ring volume by pressing **VOL+** and **VOL-**.

To turn off the ringer, decrease the volume to zero.

3. Press ∇ , and then \triangleleft or \triangleright to select one of nine **Ringtones**. The default is **1**. Ringtones samples play when selected.



4. Press ∇ , and then \triangleleft or \triangleright to turn **Key Beeps On** or **Off**. The default is **On**.



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



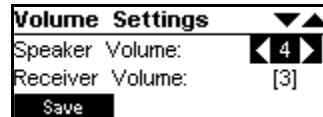
Volume Settings

Set the Speaker, Receiver, Headset, and Paging volumes using the **Volume Settings** menu. You can also adjust each of these volumes while you are on a call by pressing the **VOL+** and **VOL-** keys.

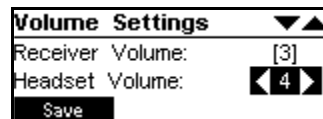
To use the Volume Settings menu:

1. Press **MENU**, then **2**, then **3**, and then **3**.

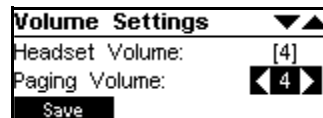
The **Volume Settings** menu appears.



2. Press ◀ or ▶ to set the **Speaker Volume** from **1** to **9**. The default is **4**.
3. Press ▾, and then ◀ or ▶ to set the **Receiver Volume** from **1** to **9**. The default is **3**.
4. Press ▾, and then ◀ or ▶ to set the **Headset Volume** from **1** to **9**. The default is **4**.



5. Press ▾, and then ◀ or ▶ to set the **Paging Volume** from **1** to **9**. The default is **4**.



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



Preferred Audio Mode

When you press a Line key or **Answer**, the call is answered in the preferred audio mode. Lifting the handset takes first priority in all instances. You can set the audio preferences to **Headset** or **Speaker** by using the **Preferred Audio** menu.

To use the Preferred Audio Mode menu:

1. Press **MENU**, then **2**, then **3**, and then **4**.

The **Preferred Audio** menu appears.



2. Press ◀ or ▶ to select the preferred audio mode: **Speaker** or **Headset**.
3. Press **Save** to accept the adjustments and return to the **Deskset Settings** menu.



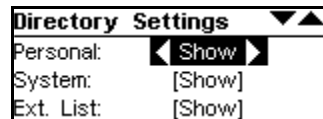
Directory Settings

Use the **Directory Settings** menu to show or hide any of the three directories (**Personal**, **System**, and **Ext List**) and to set the sort order of the Directory. The default setting is all shown and sorted by first name.

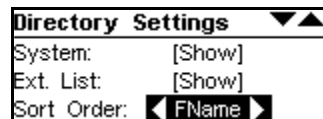
To use the Directory Settings menu:

1. Press **MENU**, then **2**, and then **4**.

The **Directory Settings** menu appears.



2. Press ◀ or ▶ to **Hide** or **Show** the **Personal** Directory. This Directory holds your personal Directory entries. See ["Directory" on page 43](#).
3. Press ▽ and then press ◀ or ▶ to **Hide** or **Show** the **System** Directory. This Directory holds public entries created and maintained by the system administrator.
4. Press ▽ and then press ◀ or ▶ to **Hide** or **Show** the **Ext List** Directory. This is a list of all extensions in the system.
5. Press ▽ and then press ◀ or ▶ to choose the Directory **Sort Order**; by first or last name.



Setting, Changing, or Resetting Your Password

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

To set or change the password:

1. Press **MENU**, then **2**, and then **5**.

The **User Password** menu appears.



2. From the **User Password** menu, press **1**.

The **Set/Change Password** menu appears.



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

- To correct errors, press **Backspc**.
- To start over, press **Delete**.

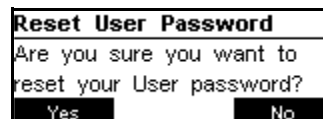
4. Press **▽** and enter the new password again.

5. To accept the change, press **Save**. The **Password Saved** screen appears, then the **User Settings** menu appears.



To reset your password:

1. From the **User Password** menu, press **2**. A confirmation screen appears.



2. Press **Yes** to confirm that you want to reset your password. The message **User password has been reset** appears. The **User Password** menu appears.

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



Admin Settings

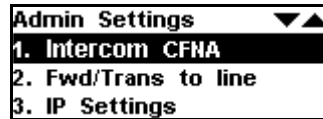


NOTE

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



For more information about these settings, see the Syn248 Installation and Configuration Guide, available from www.telephones.att.com/smb.



Deskset Information

Use the **Deskset Information** screen, shown in Figure 26, 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.

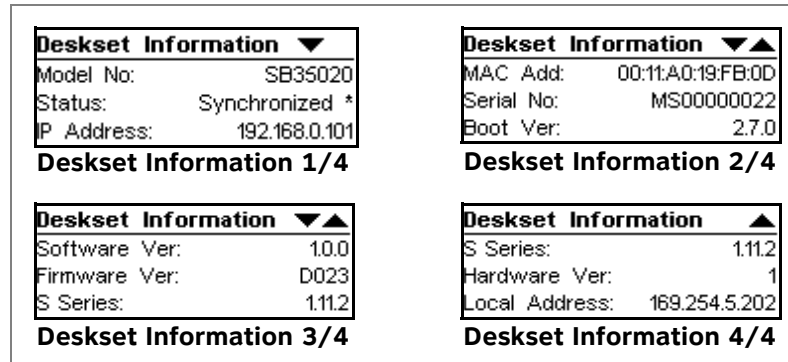


Figure 26. Deskset Information

To display the Deskset Information:

1. Press **MENU** and then **4**. The **Deskset Information** screen appears.
The model number, device status, IP Address, and Software version are listed with other information.
2. Press ▼ to view additional information.
3. Press **CANCEL** to return to the Main menu.



Auto-Attendant Settings

If your system administrator has set your extension as the Operator extension, you can use the Deskset to select the Auto Attendant. The Auto Attendant can answer calls during periods when your office is closed or when calls go otherwise unanswered. The Auto Attendant has a voice greeting and an interactive menu to enable callers to reach the desired extension.

Three Auto Attendant menus are available: a default menu, a Day menu and a Night menu. The default menu instructs callers to "Enter the extension number or enter 0 for the operator." The system administrator can customize the Day menu and Night menu with your own company's greeting message and instructions to callers.

For more information, see ["About the Auto Attendant" on page 29](#).



NOTE

Only the system administrator can enable or disable the Auto Attendant.

To manage the Auto-Attendant Settings:

1. Press **MENU**, then **5** to display the **Auto-Attendant Settings**.
2. Press **<** or **>** to select the current menu: **Default Menu**, **Day Menu**, or **Night Menu**.



3. Press **Save** to save the setting.

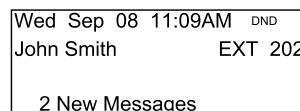
Using Do Not Disturb (DND)

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 Line LED flashes.

To enable or disable Do Not Disturb:

1. Press **MENU**, then **1**, and then **4**.

The **DND** indicator appears on the Idle screen when **Do Not Disturb** is on.



CHAPTER
11

WEB INTERFACE

Use an Internet browser to access the Web User Interface (WebUI) that resides on your Deskset. See [“Accessing the Web User Interface \(WebUI\)” on page 88](#). After you log in to the WebUI, you can configure the following features:

- [“Basic Settings” on page 90](#)
- [“Personal Directory” on page 91](#)
- [“Quick Dial” on page 93](#).

You can also view the Deskset Help from the WebUI. See [“Help” on page 94](#).



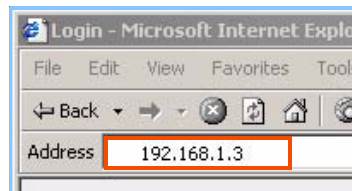
Accessing the Web User Interface (WebUI)

To access the WebUI:

1. Ensure that your computer is connected to the same network as the Syn248 system. In most cases, your computer will already be connected to the network through the PC port on the back of a Deskset.
2. On the Deskset, press **MENU** then **4** to display **Deskset Information**.
3. On the **Deskset Information** screen, find the IP Address.

Deskset Information ▼	
Model No:	SB35020
Status:	Synchronized
IP Address:	192.168.1.3

4. On your computer, open an Internet browser. AT&T recommends Internet Explorer (7 or higher).
5. Type the Deskset IP address in the browser address bar, and press **ENTER** on your computer keyboard.



6. A **Login** page appears.

Login


Login Name:

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

Password:

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.

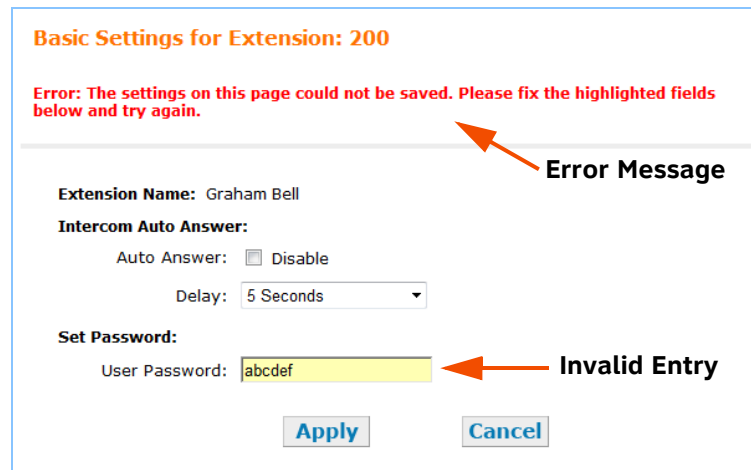
7. Under **Login Name**, log in as a user by typing your extension number.
8. Enter your password if you have created one (see ["Setting, Changing, or Resetting Your Password"](#) on page 83). Otherwise, leave the password blank.
9. Click .
 - You can create or change your user password once you are logged in.
 - The **Basic Settings** page shown in [Figure 28 on page 90](#) appears.

 **CAUTION** Changing a setting does not instantly apply the new value. Clicking 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 27. You can view a more detailed error description by resting your mouse pointer on the highlighted field.



The screenshot shows a web interface titled "Basic Settings for Extension: 200". At the top, a red error message reads: "Error: The settings on this page could not be saved. Please fix the highlighted fields below and try again." Below this, the "Extension Name" is "Graham Bell". Under "Intercom Auto Answer", there is a checkbox for "Auto Answer" (checked) and a "Delay" dropdown set to "5 Seconds". Under "Set Password:", the "User Password" field contains "abcdef" and is highlighted in yellow. At the bottom are "Apply" and "Cancel" buttons. Red arrows point from the labels "Error Message" and "Invalid Entry" to their respective elements in the screenshot.

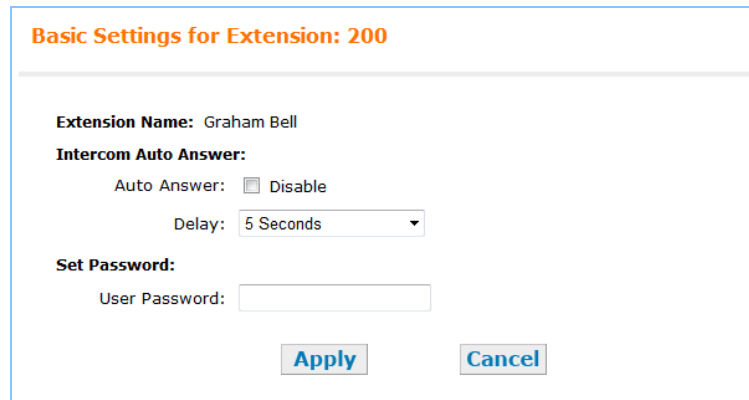
Figure 27. WebUI Error Indication



Basic Settings

The remaining procedures in this chapter assume that you are already logged in to the WebUI. See [“Accessing the Web User Interface \(WebUI\)” on page 88](#).

After logging in, the **Basic Settings** page appears as shown in Figure 28. Your **Extension Name**, which the system administrator enters, is displayed on internal calls.



Basic Settings for Extension: 200

Extension Name: Graham Bell

Intercom Auto Answer:

Auto Answer: Disable

Delay: 5 Seconds

Set Password:

User Password:

Figure 28. Extension Basic Settings

To modify the Basic Settings:

1. If **Intercom Auto Answer** is enabled on your Deskset (see [“Intercom Auto Answer” on page 76](#)), you can:
 - a. Disable Intercom Auto Answer.



If Intercom Auto Answer is disabled from the Deskset, this setting does not appear.

- b. Set the Intercom Auto Answer **Delay** from 0 to 45 seconds. Your Deskset automatically answers Intercom calls after the delay time you select.
2. Under **User Password**, create or change your Deskset password. The password must consist of numbers only and can be up to six digits long. This password is also used for accessing Voicemail and settings on the Deskset and on the WebUI.
 3. Click to save your changes.



Personal Directory

To allow easy dialing, you can create a **Personal Directory** that is only available from your extension. You can also view and edit Personal Directory entries using the Deskset. See *"Directory" on page 43*.

To add an entry to the Personal 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:

Apply

Cancel

3. Complete the form with the required 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

<input type="checkbox"/>	ABC Accountants	1-503-555-0194	[Edit]
<input type="checkbox"/>	Angela Martin	1-732-555-7318	[Edit]
<input type="checkbox"/>	Davis Carterer	1-317-555-0129	[Edit]
<input type="checkbox"/>	Graham Bell	1-232-555-0176	[Edit]
<input type="checkbox"/>	Mary Williams	1-888-722-7702	[Edit]
<input type="checkbox"/>	Milford Taxi	1-604-555-0182	[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](#)

<input type="checkbox"/>	ABC Accountants	1-503-555-0194	[Edit]
<input type="checkbox"/>	Angela Martin	1-732-555-7318	[Edit]
<input type="checkbox"/>	Davis Carterer	1-317-555-0129	[Edit]
<input type="checkbox"/>	Graham Bell	1-232-555-0176	[Edit]
<input type="checkbox"/>	Mary Williams	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:

Last Name:

Phone Number:

[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 then 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 in 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

If your system administrator has set up your Deskset with Quick Dial keys, you can add or edit entries for those keys.

To add or edit Quick Dial Entries:

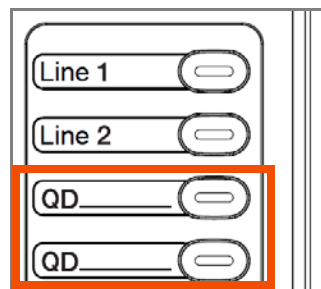
1. In the navigation menu at left, click **Feature Keys**. The **Programmable Feature Keys** page appears.

Programmable Feature Keys for Extension: 201

Key	Label	Name	Number
1	Line 1		
2	Line 2		
3	Quick Dial	Angela Mart	209
4	Quick Dial	Davis Carter	13175550129
5	Page		
6	Redial		
7	Directory		
8	Call Log		
9	Messages		
10	Intercom		

You can add or edit Quick Dial entries for any keys that the system administrator has set up as **Quick Dial** keys. All other **Programmable Feature Keys** are unavailable.

2. Enter names and telephone numbers or extensions in the **Name** and **Number** columns.
To edit or delete an entry, type over the entry.
3. To save entries, click , or to reject the changes, click .
4. Press the corresponding Programmable Feature Key on the Deskset to verify that the entries have been added or edited.

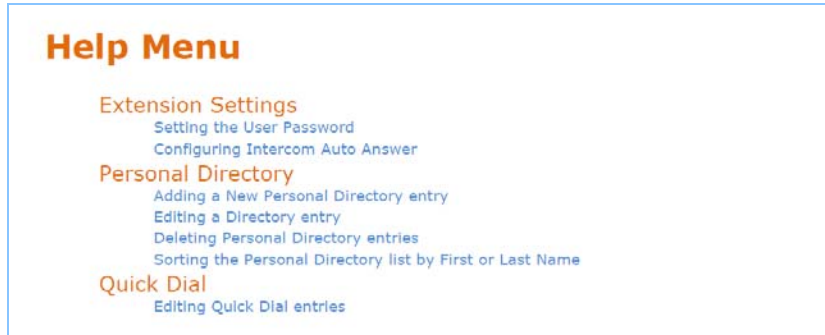


Help

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.



CHAPTER
12

TROUBLESHOOTING

If you have difficulty operating your Deskset, try the following suggestions in this section:

- *"Common Troubleshooting Procedures" on page 96*
- *"Display Messages" on page 97*
- *"Calls Generally" on page 99*
- *"Incoming Calls" on page 102*
- *"Outgoing Calls" on page 104*
- *"Voicemail" on page 105*
- *"Other Deskset Features" on page 107*
- *"WebUI" on page 108*
- *"PC/Deskset Interaction" on page 109.*

**NOTE**

For customer service or product information, visit our web site at www.telephones.att.com/smb or call **1 (888) 386-2006**. In Canada, dial **1 (888) 469-2005**.



Common Troubleshooting Procedures

Follow these procedures to resolve common issues.

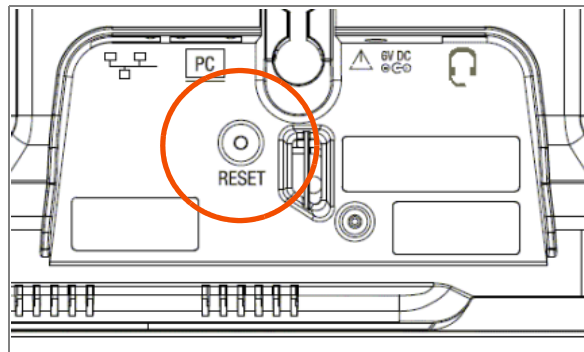
Resolving General Functional Issues


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 your Deskset uses 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.



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.	<ul style="list-style-type: none"> See “To resolve a blank screen or device that does not work at all:” on page 96. Reset the Deskset to factory defaults. Disconnect the network cable from the Deskset 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.	<ul style="list-style-type: none"> Always disconnect the network cable from the Deskset before restoring factory defaults (by pressing the RESET button more than five seconds).

The screen displays Network Down.

Probable Cause	Corrective Action
The network cable is unplugged.	<ul style="list-style-type: none"> Ensure that one end of the network cable is plugged into the port marked  on the device and that the other end is plugged into your office LAN. Confirm that the light next to the  port is green. If it is not, unplug the cable and plug it in again.
There may be a problem with the office network.	<ul style="list-style-type: none"> Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator.

The screen displays Synch Failed.

Probable Cause	Corrective Action
The device synch failed when trying to connect to the system.	<ul style="list-style-type: none"> Reset the device. Insert a pen or paper clip into the reset hole and press for less than five seconds.
The maximum number of that type of device has been reached.	<ul style="list-style-type: none"> A device must be removed from the network and deleted from the system before another device can be added.



Probable Cause	Corrective Action
The same Deskset extension number already exists.	<ul style="list-style-type: none"> Disconnect the network cable and reset the Deskset to factory defaults. Insert a pen or paper clip into the reset hole and press for more than five seconds. Reconnect the Deskset.
The device software version is different than the rest of the system.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> Your system administrator should avoid updating software or restoring Deskset settings when you are likely to be using the phone.
The network is down.	<ul style="list-style-type: none"> Ensure that the network cable is securely plugged into the network port beneath your Deskset labeled  and that the other end is plugged into your office LAN.
The Deskset extension was changed during the call.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> None. Outside calls that are forwarded or transferred to an outside phone number use two outside lines for the duration of the call. To avoid tying up two lines, the duration of such calls is limited by a timer that your system administrator sets.

Deskset cannot make or receive phone calls.

Probable Cause	Corrective Action
Your Deskset is not synchronized.	<ul style="list-style-type: none"> 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 98.
Your Deskset is not connected to the LAN.	<ul style="list-style-type: none"> Ensure that the network cable is securely plugged into the network port beneath your Deskset and that the other end is plugged into your office LAN.

On outside calls, you hear an excessive echo at the Deskset.

Probable Cause	Corrective Action
The automatic Gateway line calibration did not run properly.	<ul style="list-style-type: none"> See your system administrator. There may be non-system equipment connected in parallel to the telephone line.



You hear static, sudden silences, gaps in speech, or garbled speech.

Probable Cause	Corrective Action
You may be experiencing network problems.	<ul style="list-style-type: none"> ■ Your LAN administrator should ensure the following minimum guidelines are met: <ul style="list-style-type: none"> ● 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 solidly plugged in. If you tug on the cable, the plug should remain inserted.

A call is forwarded or transferred to an outside 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 outside phone number use two outside lines for the duration of the call. To avoid tying up two lines, these calls are on a timer.	<ul style="list-style-type: none"> ■ Ask your system administrator to reset the Timer for Forwarded and Transferred Outside Calls.

You are unable to transfer a call to an extension.

Probable Cause	Corrective Action
The extension is unavailable.	<ul style="list-style-type: none"> ■ Check if the destination extension is disconnected from the network. ■ Ensure that the extension exists. ■ 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.



You are unable to transfer a call to an outside phone number.

Probable Cause	Corrective Action
Transferring to an outside phone number has been disabled for your extension, or no lines are available.	<ul style="list-style-type: none">■ Check that your system administrator has enabled transferring to an outside phone number.■ Ensure that a valid outside number is shown in the to Phone # field (this setting is part of the Deskset Admin Settings).■ All phone lines may be in use. If so, try again later.

Unanswered calls are not automatically forwarded to an outside phone number.

Probable Cause	Corrective Action
Forwarding to an outside phone number has been disabled or the Call Forward–No Answer settings are incorrect.	<ul style="list-style-type: none">■ Ensure that a valid outside number is shown in the to Phone # field (this setting is part of the Deskset Admin Settings).■ Check that forwarding to an outside phone number has been enabled. Your system administrator must enable Fwd/Trans to line in the Deskset Admin Settings.



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.	<ul style="list-style-type: none"> Verify that Do Not Disturb is off. Make sure that DND is not in the top right corner of the Deskset display. Press MENU, then 1, then 4 to turn Do Not Disturb off.
The ringer volume is too low.	<ul style="list-style-type: none"> Press the + key to increase ringer volume.

Outside callers cannot find your extension in the Auto Attendant Directory.

Probable Cause	Corrective Action
You have not recorded a Personal Name.	<ul style="list-style-type: none"> Record a name at the Deskset. Press MENU → 2 → 1 → 2 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.	<ul style="list-style-type: none"> Consult your system administrator.
The outside caller may not be waiting long enough for the search.	<ul style="list-style-type: none"> Tell callers that after spelling the name, they can press the pound (#) sign to start the search.

Call does not Auto Answer Intercom calls.

Probable Cause	Corrective Action
The Deskset is in DND mode.	<ul style="list-style-type: none"> Deactivate DND. Press MENU → 1 → 4.



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

Your organization does not subscribe to caller ID service or you have DSL phone lines without filters installed.

Corrective Action

- 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.



Outgoing Calls

No dial tone.

Probable Cause	Corrective Action
Handset cord is plugged into the wrong jack.	<ul style="list-style-type: none"> 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 outside number, you reach an extension instead.

Probable Cause	Corrective Action
You predialed a phone number with an area code that matches an extension number, then you pressed the Intercom key.	<ul style="list-style-type: none"> After predialing an outside phone number, press an available Line key to dial the number.

You cannot make calls to an outside number.

Probable Cause	Corrective Action
An outside phone number cannot be accessed through the Gateway.	<ul style="list-style-type: none"> If you see All Phone Lines Busy on the Deskset screen, try again later because all outside 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.

DDNs (Directory Dial Numbers) do not dial out properly from the Call Log.

Probable Cause	Corrective Action
This system does not support DDN.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> Delete messages.
Extension is unplugged.	<ul style="list-style-type: none"> Plug in the extension.

Your Deskset does not receive Voicemail.

Probable Cause	Corrective Action
Calls are not being directed to Voicemail.	<ul style="list-style-type: none"> Ask the system administrator to check the Call Forward – No Answer setting. Calls may be forwarding to another phone number instead of Voicemail.
Voicemail memory is full.	<ul style="list-style-type: none"> Delete messages.

Incomplete Voicemail messages.

Probable Cause	Corrective Action
Recording interrupted by time-out or full memory.	<ul style="list-style-type: none"> If a caller leaves a very long message, part of it may be lost when the Deskset disconnects the call after two minutes. If an outside 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.



The system does not respond to remote Voicemail commands.

Probable Cause	Corrective Action
<p>The system cannot detect Dual-Tone Multi-Frequency (DTMF) tones, which are the signals sent when the caller presses dial-pad keys.</p>	<ul style="list-style-type: none">■ Confirm you have entered star, star (**) before entering your remote access code (user password). If you have no password, press star, star (**), 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.	<ul style="list-style-type: none">■ 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 add an entry to Quick-Dial list.

Probable Cause	Corrective Action
The system administrator must configure one or more Programmable Feature Keys as Quick Dial keys before they can be used.	<ul style="list-style-type: none">■ Ask your system administrator to configure one or more Quick-Dial keys for your Deskset.



WebUI

Unable to access the WebUI Log-in 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.	<ul style="list-style-type: none"> 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 a network cable attached to the  port on the Deskset and to the LAN. If a PC at the same workstation is sharing the LAN connection, attach a network 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
<input type="button" value="Apply"/> must be clicked on each page to confirm the changes.	<ul style="list-style-type: none"> Click <input type="button" value="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 network cables are not installed correctly.	<ul style="list-style-type: none"> Check that the network cable from the computer is plugged into the Deskset port labeled PC. A second network cable should be plugged into the 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.	<ul style="list-style-type: none"> Use separate network 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.	<ul style="list-style-type: none"> 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 network connections for the Deskset and the computer.



APPENDIXES

Appendix A: Soft Keys

The Syn248 SB35020 Deskset features keys below the LCD screen. The bottom of the screen displays the appropriate label for each key as the function of the key changes.

Table 20 provides an alphabetical list of the labels that appear above the Deskset soft keys.

Table 20. SB35020 Deskset Soft Key Functions

Function	Description	Function	Description
.	Enters a dot in IP address.	Edit	Edit the current entry.
Activate	Sets an option as the current Active option.	EndConf	Ends a conference call and hangs up all parties.
Answer	Answers an incoming call.	EndPage	Ends paging.
Backspc	Backspace the cursor when entering data.	ExtList	Opens the Extension List.
Call	Dials the on-screen entry.	FirstName	Switches between first and last name sort in the Directory and Extension lists.
Callback	Allows dialing options before calling a number.	LastName	
Clear	Clears the current entry.	Flash	Initiates a hook flash.
ClrNew	Clears NEW indication from a message.	Ignore	Silences ringer during incoming call.
Conf	Initiates a conference call.	Join	Adds the on-screen party to a conference call.
DelAll	Deletes all records.	MrkNew	Marks the current message as NEW .
Delete	Deletes a record.	New	Creates a new Directory entry.
DelMsg	Deletes a Voicemail message.	No	Cancels proposed action.
Details	Shows any additional information.	Page	Initiates a system page.
Drop	Drops the on-screen party from a conference call.	Pause	Inserts a two-second pause in a digit string.
		Play	Plays a message or recording.



Table 20. SB35020 Deskset Soft Key Functions (Continued)

Function	Description	Function	Description
Play All	Plays all Voicemail messages.	Stop	Stop recording.
Play Msg	Plays a message from the Call Log.	Store	Stores the name and number into the Directory.
Play Rec	Plays a recording.	Transfer	Initiates transfer of a call.
Record	Begins a recording.	VMList	Displays a list of extensions to which you can transfer a call directly to Voicemail.
Save	Saves a setting.	Yes	Confirms proposed action.
Send	Sends a Voicemail message.		



Appendix B: Technical Specifications

Table 21 lists the technical specifications for the SB35020 Deskset.

Table 21. Technical Specifications

Feature	Specification
Size	6.9" × 7.9" × 8.1" (H × W × D @57° angle), 7.9" × 7.9" × 7.1" (H × W × D @41° angle)
Weight	35.59 oz. (1009 g) (including adapter)
Power Requirements	5.1 V DC @ 1700 mA, 48 V DC Typ. (PoE Class 2)
RJ-45 Ethernet Network Jack	(10Base-T/100Base-Tx) with auto MDI/MDIX switching
Headset Jack	Traditional corded headset jack type with 2-conductor wiring



Appendix C: Maintenance



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



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.



GLOSSARY

This glossary provides definitions that pertain to the Syn248 telephone system.

active call: An established telephone call that is not on hold

analog phone: A non-Syn248 telephone that plugs directly into a normal telephone wall plug or into the Syn248 Gateway BYPASS port

Auto Answer: You can set the Deskset to automatically answer Intercom calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you.

Auto Attendant: A system that automatically answers incoming calls and provides instructions to callers

BYPASS port: An RJ-11 jack on the Gateway that allows for communication during power outages. Plug an analog telephone into this jack.

Call Forward–No Answer: Automatically forward unanswered calls to the Auto Attendant, Voicemail, an extension, or outside phone number. The system administrator can configure a Call Forward–No Answer setting for each line connected to the Gateway, and an Intercom Call Forward–No Answer setting for your Deskset.

Cat.-5 wiring: A twisted pair data cable commonly used in offices for computer communication

CO (Central Office): An office to which subscriber home and business lines are connected. The central office has switching equipment that can switch calls locally or to long-distance carrier phone offices.

default: The original product settings

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.

DND (Do Not Disturb): A feature that suppresses audible ringing and incoming paging at the Deskset

DND ON (DND): 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 SB35010 Analog 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 list: A list of names and extension numbers for the Syn248 system telephones

extension number: The three-digit number representing each individual Deskset

factory default: The original product settings

flash memory: Reprogrammable system storage used for storing software upgrades

FXO (Foreign Exchange Office): The Gateway telephone signaling interface between the telephone lines and the LAN

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

hard key: Any physical key on the Deskset or Gateway. Examples include **MENU** and **1** on the Deskset; and **SELECT** and **CANCEL** on the SB35010 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

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

Intercom call, internal call: A phone call made from a Syn248 system extension to another extension

interference: Electrical signals close by that cause degraded audio performance for cordless devices

IP address (Internet Protocol address): An individual numeric identification assigned to devices on your LAN

ISDN (Integrated Services Digital Network): A set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.

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

mute: Stops sending your voice to the other party during a phone call

NTP (Network Time Protocol): An Internet standard protocol that assures time synchronization in a computer network



off hook: Indicates that you are on a phone call, have lifted the corded handset, or have pressed the **SPEAKER** or **HEADSET** keys 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.

on hook: Indicates that no Deskset 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)

outside call: A phone call between a phone not a part of your Syn248 system and an extension within your Syn248 system

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

Personal Directory: A private list of names and phone numbers available to only a single extension

POTS (Plain Old Telephone Service): Basic telephone operation. The ability to make and receive phone calls.

predial: Entering digits before going off hook to make a call

PSTN (Public Switched Telephone Network): The world's telephone network

Quick Dial: Provides one-touch dialing for frequently called phone numbers

reboot: Restart a device

Redial: Accesses the log of outgoing calls

soft key: The Deskset features keys below the LCD screen. The bottom of the screen displays the appropriate label for each key as the function of the key changes.

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 Directory: 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)

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.

