



User's Guide

SB67030 Deskset



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PREFACE

Introduction

This User's Guide provides a complete set of instructions to guide you through operation of your SB67030 Deskset. Operating these devices does not require the technical expertise of a traditional system administrator or IT professional. However, we recommend that you make one person responsible for controlling the system-wide features described in this guide.

Before using this AT&T product, please read "Important Safety Instructions" on page 198 of this manual. Please thoroughly read this user's manual for all the feature operations and troubleshooting information necessary to install and operate your new AT&T product.



Note For customer service or product information, visit our website at www.telephones.att.com or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

1. *"Navigation" on page 11*
2. *"In This Manual" on page 12*
3. *"Procedures" on page 13*



Navigation

Your SB67030 Deskset User Guide provides the ability to move from topic to topic easily, and to return to your original or previous topic. Figure 1 illustrates the navigation conventions for this user guide.

The screenshot shows a user guide page for 'CHAPTER 1 INSTALLATION'. At the top, there is a row of blue 'Chapter Tabs' labeled 'Install', 'Overview', 'Setup', 'Voice Mail', 'Directory', 'Call Log', 'Make Call', 'Call Manage', 'Answer Call', 'Handset', 'Trouble', and 'Glossary'. The main content area is titled 'Introduction' and includes a list of six numbered items with links to specific pages (e.g., 'Initial Precautions on page 13'). A 'NOTE' section is also present. At the bottom of the page, there are navigation icons: a left-pointing arrow labeled 'Previous Topic', a double arrow labeled 'Previous Page', a double arrow labeled 'Next Page', and a document icon labeled 'First Page in Chapter'. Callout boxes with arrows point to these elements, explaining their function.

Chapter Tabs
Click on these tabs to open the chapter covered by that topic.

Primary Topic
Click on this link to move to the first page covering that topic.

Previous Page

Next Page

First Page in Chapter

Previous Topic

Figure. 1 User Guide Navigation

In This Manual

Table 1 lists text formats used in this manual to assist you in identifying items referenced within procedures.

Table 1 Description of Text Formats







Text Format	Description
Screen	This identifies text that appears on the screen in a menu or prompt.
FUNCTION KEY 	This identifies a Function key. See "The Idle Screen" on page 41 for a complete description of the Function keys.
	This identifies a Programmed key. See "Programmed Operations Keys" on page 29 for a complete description of the Function keys.
Figure 1, Table 1, or <i>"Navigation" on page 11</i>	This identifies a reference to a figure, procedure, table, or section within this manual.
<i>"Introduction"</i>	This identifies a hyperlink to a primary topic.
 Note Notes are added to give more information, usually in a procedure.	Notes are added to give more information, usually in a procedure.
 <i>CAUTION</i> A caution means that damage to equipment is possible.	A caution means that damage to equipment is possible.
 <i>Tip</i> A tip provides information that can assist you in performing a procedure.	A tip provides information that can assist you in performing a procedure.



Table 1 Description of Text Formats

Text Format	Description	
	<p><i>WARNING A warning means that injury or death is possible if the instructions are not obeyed.</i></p>	<p>A warning means that injury or death is possible if the instructions are not obeyed.</p>

Procedures

The procedures in this manual are contained on a single page, unless otherwise noted. Each page contains the topic heading and a procedure table as shown in Figure 2. The screen images appear in clockwise order as indicated by the numbers in Figure 2.

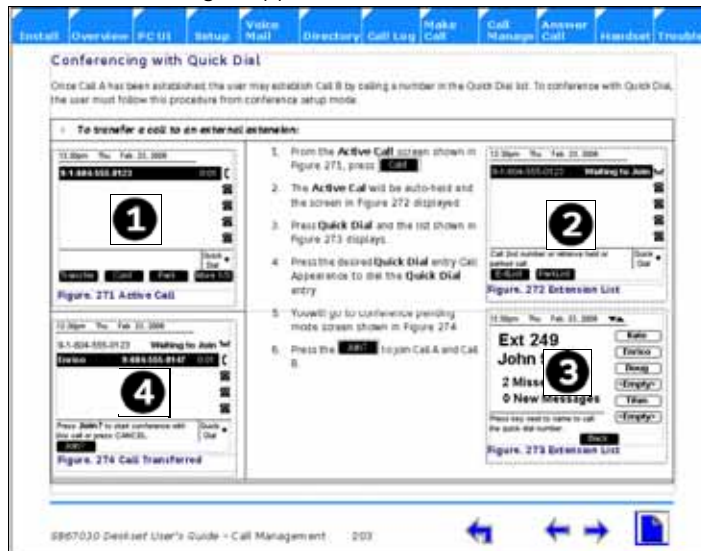


Figure. 2 Sample Procedure



Additional Documentation

This CD contains a complete documentation set for the SB67030 Deskset, SB67040 Remote Handset (Optional), 67020 Gateway, and the 7610 Cordless Headset (Optional). The documentation set includes;

- n [*67020 Gateway System Administrators Guide*](#)
- n [*7610 Cordless Headset User's Guide*](#)
- n [*SB67040 Remote Handset User's Guide*](#)



Introduction



This chapter provides information for physically installing your SB67030 Desk Set. Configuring and setting up the features is cover in "Overview" on page 25. Installation consists of the following functions:

1. *"Initial Precautions" on page 16*
2. *"SB67030 Desk Set Components" on page 17*
3. *"Attaching Deskset Stand" on page 18*
4. *" " on page 19*
5. *"Wall Mounting" on page 21*
6. *"Technical Specification" on page 23*



Note For customer service or product information, visit our website at www.telephones.att.com or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.



The AT&T Small Business System (SBS) consists of a set of devices that work together to create a small-office telephone network. The AT&T SBS differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, The SBS connects to your office computer network to intelligently route traffic and handle calls.

This (internet Protocol (IP)-based system integrates itself seamlessly into an existing Local Area Network (LAN). Once the Deskset phones are connected they find each other and automatically self-configure. Once configuration is complete, calls can be made between extensions within the private network. Additional telephony and network configuration is administered through a Browser-based User Interface (UI).

To make external calls, a Public Switched Telephone Network (PSTN) Gateway must also be connected to the network. Each Gateway can connect up to four outside phone lines to the private Synapse network. Up to four Gateways can be connected to the system, providing up to 16 PSTN lines. In addition, each Deskset can be registered with a Cordless Handset or Headset, which extends functionality of the system to a portable device.

Initial Precautions

Avoid placing the telephone base too close to:

- n Communication devices such as: television sets, VCRs, or other cordless telephones.
- n Excessive heat sources.
- n Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- n Excessive dust sources such as a workshop or garage.
- n Excessive moisture.
- n Extremely low temperature.
- n Mechanical vibration or shock such as on top of the washing machine or workbench.



SB67030 Desk Set Components

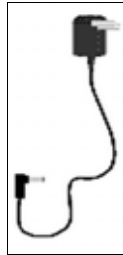
Figure 3 illustrates the components shipped with the SB67030 Desk Set



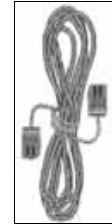
Deskset Base



Deskset Base



Power Cable



Ethernet Network Cable



Handset

Figure. 3 SB67030 Desk Set Components



Attaching Deskset Stand

The SB67030 Desk Set operates either on the desktop or mounted on the wall. The desktop setup provides for two positions, Option 1 at 45° and Option 2 at 60°.

▶ To attach the deskset stand:

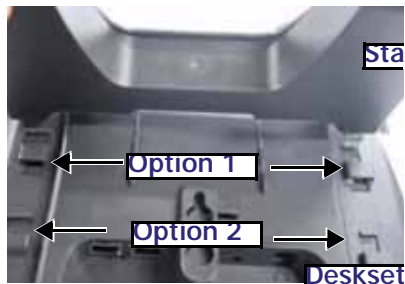


Figure. 4 Deskset Stand Insta

1. Place the deskset base on a flat surface with the connector side towards you as illustrated in Figure 4
2. Place the stand on the base with the flexible tab side illustrated in Figure 4 away from you.
3. Insert the solid tabs into the slots on the base for the desired option in the direction of the arrows as shown in Figure 4
4. Rotate the stand away from you until it rests against the base and you hear a click as it locks into place.

▶ To remove the deskset stand:

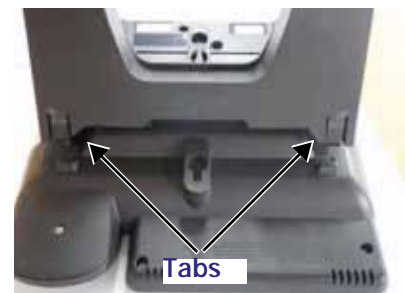


Figure. 5 Deskset Stand Tabs

1. Place the deskset on a flat surface with the connector side towards you as illustrated in Figure 4
2. Press both flexible tabs at the same time.
3. Rotate the stand towards from you until it disengages from the base.



Cable Connection

▶ Connect the handset:

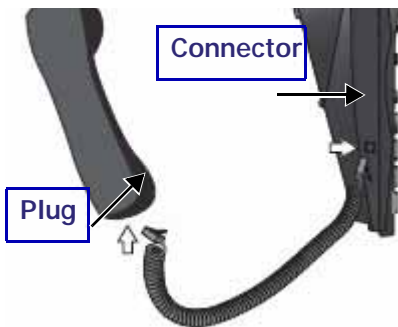


Figure. 6 Handset Plug

1. Plug the coiled handset cord into the handset jack on the left side of the telephone identified in Figure 6.
1. Plug the other end of the coiled handset cord into the handset, then hang up.

▶ To Connecting Power:



Figure. 7 Power Connector

1. Plug the power adapter into the connector on the back of the deskset identified in Figure 7.
2. Plug the power adapter into a power outlet not controlled by a wall switch.
3. Observe that the keys flash and the LCD display illuminates.



▶ **To connect the Ethernet Cable**

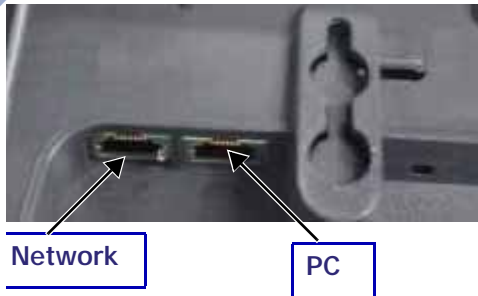


Figure. 8 Network Connections

▶ **If you currently have a PC connected to the network:**

1. Unplug the RJ-45 ethernet network cable from your PC.
2. Plug the RJ-45 ethernet network cable into the jack on the back of the deskset identified in Figure 8.
3. Plug an ethernet cable into the PC jack on the deskset.
4. Plug the other end of the ethernet cable into the PC.

▶ **If you do not have PC connected to the network:**

1. Plug the network cable into the jack on the back of the deskset identified in Figure 8.



Wall Mounting

The telephone base comes with the bracket for desktop use (See *"SB67030 Desk Set Components" on page 17*). Wall mounting requires a telephone outlet wall mounting plate with mounting studs that you must purchase from a hardware or consumer electronics retailer.

► To attach the deskset stand:

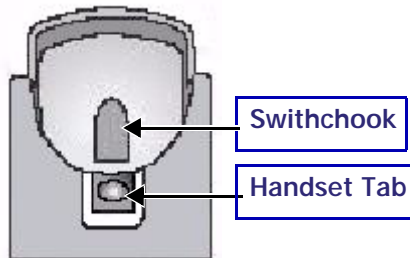


Figure. 9 Wall Mount Deskset

1. Press the switchhook tab and slide it towards the top of the base as shown in Figure 9.
2. Rotate the tab 180° as shown in Figure 10.
3. Insert the tab back into the base.

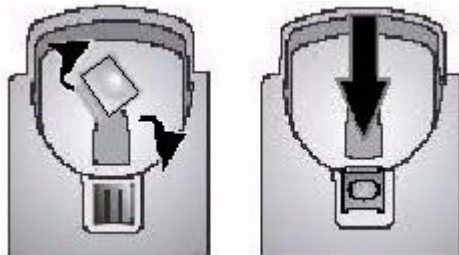


Figure. 10 Wall Mount Deskset



Note: You will not need the bracket for wall mounting.



▶ *To mount the SB67030 Desk set:*

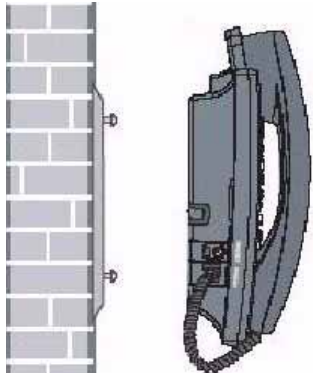


Figure. 11 Mounting Brackets

1. Plug the ethernet cable into the jack on the back of the deskset.
2. Plug the power adapter into the connector on the back of the deskset.
3. Place the telephone base mounting plate above the mounting studs as shown in Figure 11.
4. Slide the telephone base down until secure.
5. Plug the ethernet cable into the wall jack.
6. Plug the power adapter into a power outlet not controlled by a wall switch.



Technical Specification

Table 2 identifies the SB67030 Desk Set features and associated technical specifications.

Table 2 Technical Specifications

Feature	Specification
Frequency control	Crystal controlled PLL synthesizer
Transmit Frequency	Cordless Handset: 1921.536-1928.448 MHZ Base: 1921.536-1928.448 MHZ
Channel	5
Nominal Effective Range	Maximum power allowed by FCC and IC. Actual operating range might vary according to environmental conditions at the time of use
Size	Cordless Handset: 1.77 X 1.30 X 6.97 in (45 X 33 X 177 mm) Charger: 3.15 X 4.13 X 2.36 in (80 X105 X 60 mm) Base: 8.86 X 6.89 X 7.87 in (225 X 175 X 47 mm) Gateway: 13.4 X 8.07 X 1.85 in (340 X 205 X 47 mm)
Weight	Cordless Handset: 7.05 ounce (200g) (including battery) Charger: 7.05 ounce (200g) (including adapter) Base:59.96 ounce (1700g) (including adapter) Gateway:88.18 ounce (2500g) (including adapter)
Power Requirements	Handset:2.4V 550mAh Ni-MH battery Charger:6V DC @ 200mA



Table 2 Technical Specifications

Feature	Specification
	Base:5.1V DC @1700mA
	Gateway:5.1V DC @1700mA

Typical Network Configurations



CHAPTER 2 OVERVIEW



1



2

Introduction

This section provides a description of the functions and features of the SB67030 Deskset. The Deskset provides a user interface for the Business Telephone System. The complete telecommunications system includes:

1

SB67020 System Gateway - The System Gateway provides control for system components and access to external communications networks. Use the Gateway to add and remove users. (See The System Gateway Administrators Guide).

2

SB67030 Deskset - The Deskset provides up to 50 desk set user interface for the system..

3

SB67040 Remote Handset (Optional)- The remote handset duplicates many of the Deskset features and provides a high degree of mobility.

4

7610 Headset (Optional) - The headset replaces the deskset local handset to provide hands-free operation.



3



4



Figure 12 illustrates the AT&T Business System network diagram.

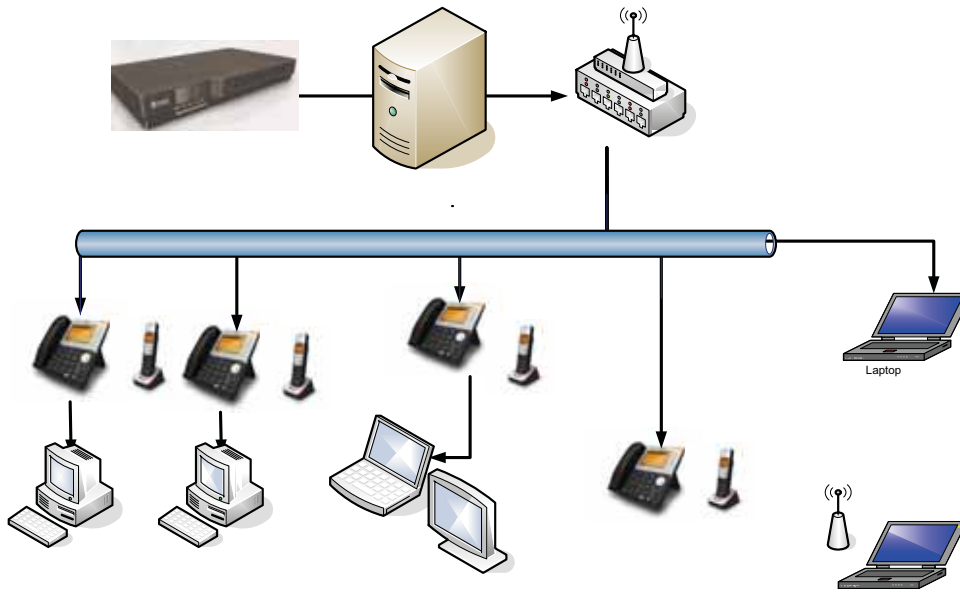


Figure. 12 AT&T Business System Network

This chapter covers the following:

1. *"Display and Key Functions" on page 27*
2. *"Programmed Operations Keys" on page 29*
3. *"Call Appearance (CA)" on page 30*
4. *"Function Keys" on page 35*
5. *"Liquid Crystal Display (LCD) Screen" on page 28*
6. *"The Idle Screen" on page 41*

Display and Key Functions

Figure 13 identifies and describes the main display and key functional areas for the SB67030 Deskset

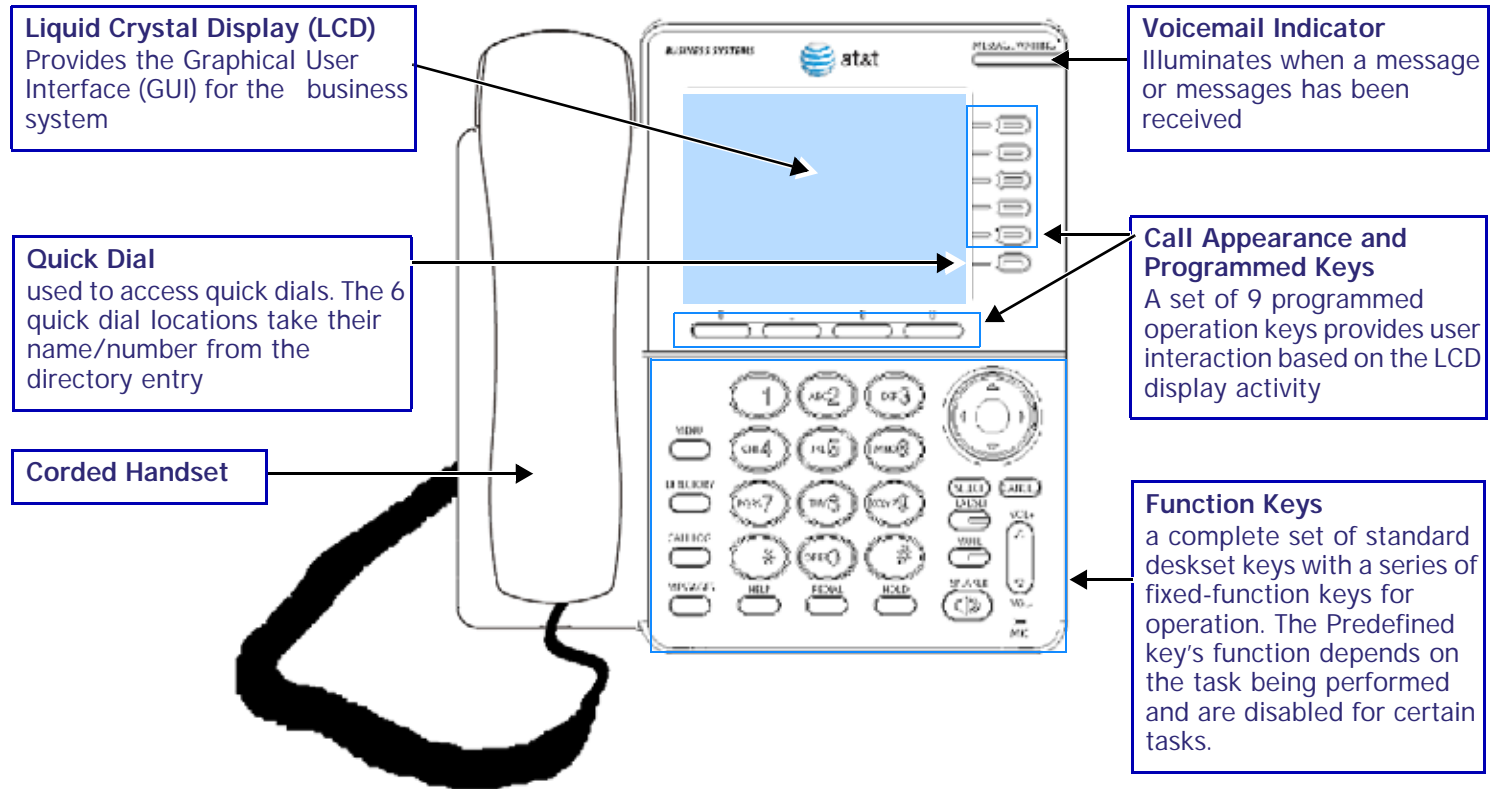


Figure. 13 SB67030 Deskset Layout

Liquid Crystal Display (LCD) Screen

Figure 14 identifies the basic elements and describes the call functions of the Liquid Crystal Display. This display provides the user interface for the SB67030. Desk Set, and changes based on the task being performed. The initial screen (See "The Idle Screen" on page 41) displays when the system is first turned on or when there is no call activity.

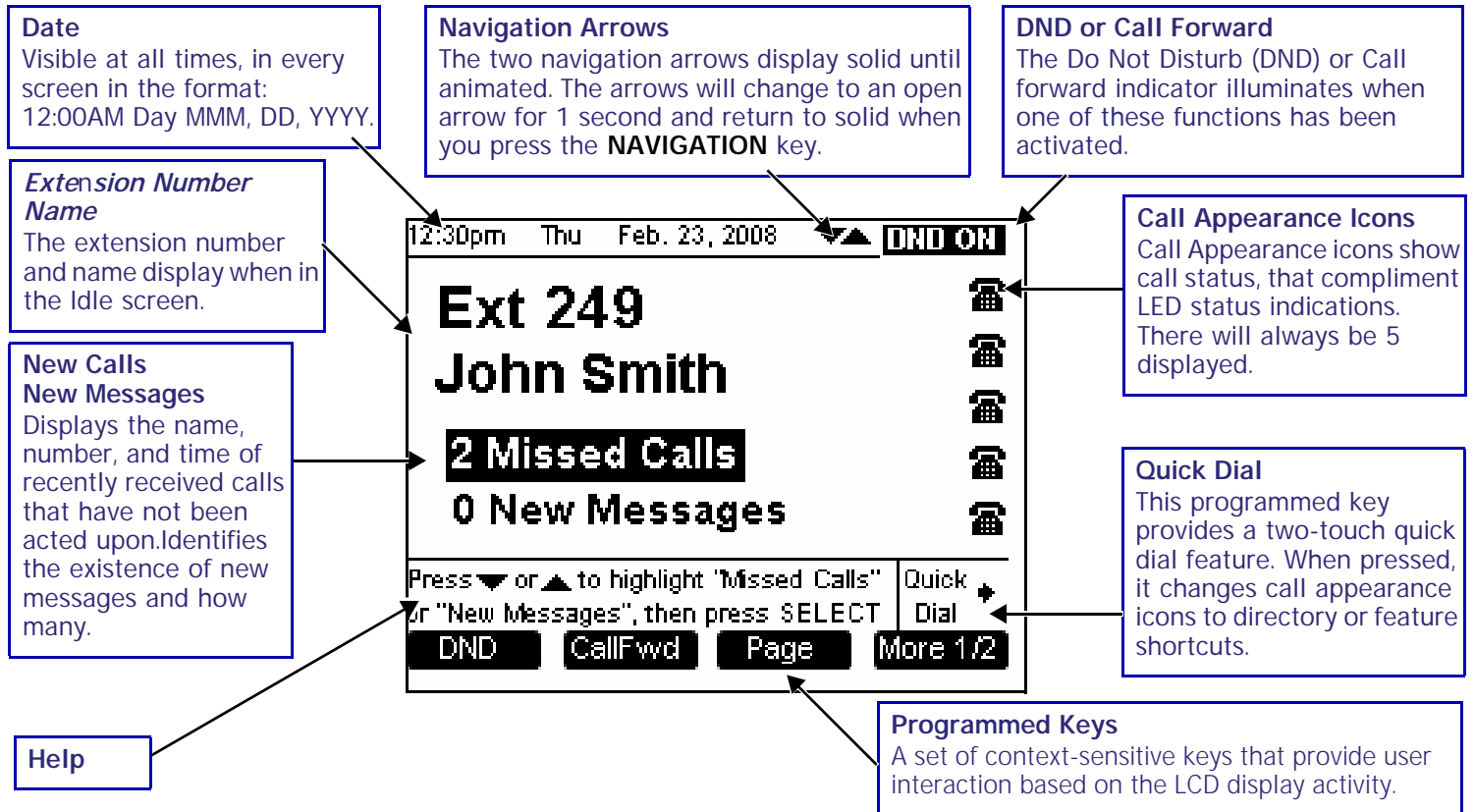


Figure. 14 LCD Screen Description

Programmed Operations Keys

The SB67030 Desk Set provides two sets of programmed operation keys, Call Appearance and Programmed, as illustrated in Figure 15. The keys function changes according to the current operation being performed. The five Call Appearance keys on the right side allow you to handle multiple calls. The system uses icons displayed on the LCD screen to identify operations for Call Appearance keys. The four programmed keys on the bottom handle operations based on the current function or task. The current function of the Programmed keys is identified by a screen label.

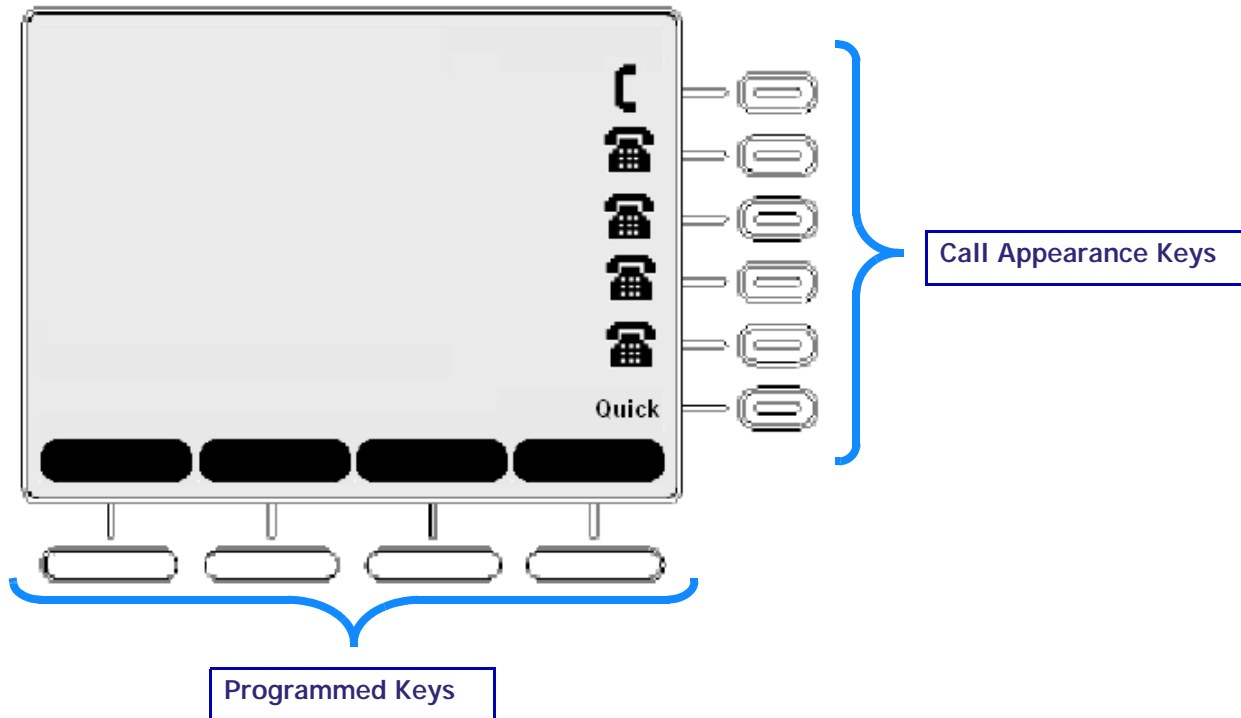


Figure. 15 Sample Call Appearance

Call Appearance (CA)

Call Appearance feature illustrated in Figure 16, identifies the call information state of the call represented by five backlit CA keys and an associated icon. See "Call Appearance (CA) Icons" on page 31 for a complete description of the available icons. The deskset presents call information in-line with the call appearance programmed key at the side of the display. When there is an incoming call, the CA LED on the key flashes with the incoming ring.

Call Information

Call information consists of name and number fields for both incoming and outgoing calls. The following are cases in which the name field may not be displayed:

- n You dial the outgoing call by entering digits
- n You dial the outgoing call from Call Log, Redial, and Directory where there is no name information in the record
- n There is no name information in the CID with an external incoming call

Timer

Call Appearance Icon

Call Appearance LED

Call Appearance Keys











Figure. 16 Sample Call Appearance Screen



Call Appearance (CA) Icons

The SB67030 Desk Set displays call appearance icons at any given time for the five programmed operation keys, allowing you to handle multiple calls. Call Appearance icons show call status, and compliment the LED status indications in the programmed operation keys. There will always be five displayed to reflect the five call limit. If a sixth call comes in, that call will be forwarded to the CallFwd no answer setting, for example Voicemail. If the Corded Handset, Corded or Cordless headset, Speakerphone or Cordless handset goes off-hook, the next available call appearance icon will change. Table 3 on page 31 describes the available Call Appearance icons.

Table 3 Call Appearance Icons

Icon	Function	Description	Icon	Function	Description
	Available CA	This icon displays for a free CA. Lifting the corded handset from the cradle changes the call appearance icon from Available CA to Active Call-Off-Hook.		Ringing	This Animation Behavior Icon flashes on 1 second, off 1 second, and on. Match ringing cadence during ring ON – flash at 100ms intervals.
	Active Call Off-Hook	This icon indicates that the corded handset has been lifted from the cradle.		Silenced Ring	If the ringer is silenced, this icon appears during an incoming call instead of the incoming ring icon.
	Pre-dial	This CA icon identifies user pre-dial digits prior to an off hook request.		On Hold	This Animation Behavior icon displays for call or conference on Hold. The animation sequence is the same as the Ringing icon.
	Conference	This icon shows for all calls on conference.		Conference On Hold	This Animation Behavior icon displays for conference on Hold.
	Cordless Handset	This icon indicates that the Cordless Handset is currently in control of operations.		Headset	This icon indicates that the Cordless Headset is currently in control of operation.

Call Appearance (CA) Operation

When there is an incoming call, the Call Appearance LED flashes and a ring will be heard. A one-time two-second splash screen appears to notify you who is calling. The highlight will move automatically to an incoming call to bring attention to the event treating it as the highest priority. Press **CANCEL** to get out of the **Feature List** menu to view the CID info in the call appearance screen. Use one of the following methods to answer the call:

1. Press the flashing CA key.
2. Press the Answer key.
3. Lift the receiver.
4. Press **SPEAKER** to route audio to the speaker.
5. Press **HEADSET** to route audio to headset output.

The highlight will move automatically to another occupied CA when the current CA ends. The status of the call determines the available programmed operation keys. The following defines the Highlight auto-navigation priority based on the mode of the CA with (1) being the highest priority.

1. Incoming ring
2. Active Call
3. Pre-dial & Dial state
4. Held Calls

The system fills Call Appearance slots from the top down for both incoming calls as well as outgoing calls. The system forces the incoming call to a free CA slot closest to the top. When you press a CA key in an unoccupied slot, the system will go off-hook in that CA slot. When all the Call Appearances are in use, you will not be able to gain a Call Appearance by lifting the receiver, or by pressing **SPEAKER**, or **HEADSET**. You will be notified of this condition and prompted to free up a Call Appearance.



You can park a held call, or unhold a call and then terminate it. If an incoming call event occurs when all the Call Appearance is full, the system applies the **Call Forward No Answer** setting to the incoming call. The default setting for **Call Forward No Answer** is to send the call to voicemail.

Conferencing or transferring a call requires two CA slots (for Call A and Call B). If you do not want to transfer or conference one of the calls that are already held, there will not be enough slots available to make a new call. If an attempt to go off-hook is made by lifting the receiver, or by pressing **SPEAKER**, or **HEADSET**; the user will be prompted to free up a Call Appearance.

When you are in a feature such as the Directory, Call Log, Redial, or Voicemail, pressing a Call Appearance key will not dial out a highlighted list entry. For example, if a number is highlighted in the Call Log, pressing the CA next to that entry will not call the listed number. Pressing a Call Appearance will reserve an available Call Appearance and the Call Appearance screen displays.



Call Appearance (CA) Timer

The Call Appearance Timer displays the length of the state of the call, such as how long the call has been held. The CA timer will always increase in one-second increments. If there are multiple calls displayed, all CA timers will increment in sync with each other. Table 4 lists and describes the CA operations.

Table 4 Call Appearance Timer

Mode	Description
Dial and Pre-dial	<p>The call timer will be active as long as the call is off-hook.</p> <p>From Dial: The CA timer starts as soon as the MMI Dialing rules have been met.</p> <p>From Pre-Dial: The CA timer starts as soon as an off-hook method is activated.</p> <p>From Held: The CA timer starts as soon as a call is unheld.</p> <p>From Park: Same timer rules as Held.</p> <p>From Incoming ring: The CA timer starts as soon as the call is in Active state (Audio active). The timer will start at zero.</p>
Active Call	There is no Call timer during Dial or Pre-dial states.
Held Call	The CA timer will reset to zero. The Active time will be stored and added to the Active call timer once the call is unheld.
Incoming Ring	The call timer will start as soon as the Caller ID information is displayed on the screen.



Function Keys

The Function keys include the standard telephone numeric keys and a set of function keys defined in Figure 17 and

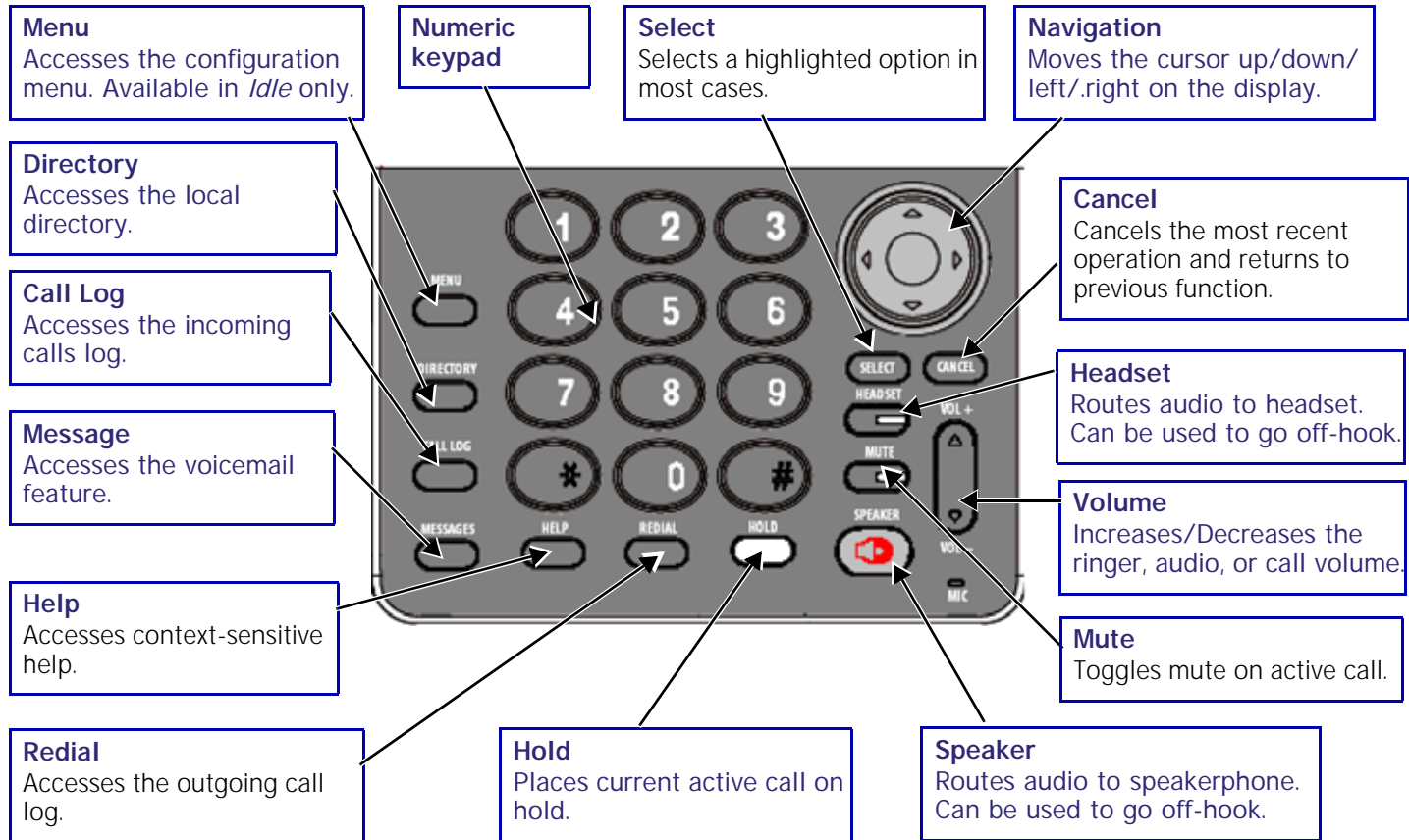


Figure. 17 SB67030 Desk Set Function Keys

Programmed Keys

The Programmed keys provide a variety of functions determined by the current user task. If you are working in call forwarding, the call function keys displayed will be different from those displayed if you are making a call.

Programmed keys are located in the same position for consistency. This means that some key positions will remain blank. Some modes have more than four soft keys available. To view the additional keys, press the **More 1/2** or **More 1/3** keys. Table 5 shows soft key positions for most major modes.

Table 5 Programmed Key By Position

Mode	Key 1	Key 2	Key 3	Key 4
Idle	DND	CallFwd	Page	More 1/2
	ExtList	ParkList		More 2/2
Directory	New	Edit	FirstNm LastNm	More 1/2
		Delete	List	More 2/2
Extension List			FirstNm LastNm	
Call Log	Store	Delete	PlayMsg	More 1/2
	Details	DelAll	ClerNew	More 2/2
Pre-Dial	Store	BackSpc	Pause	
Redial	Store	Delete		More 1/2
	Details	DelAll		More 2/2
Dial	ExtList			
VoiceMail	Play	DelMsg	PlayAll	More 1/3



Table 5 Programmed Key By Position

Mode	Key 1	Key 2	Key 3	Key 4
	FwdMsg MrkNew	DelAll	ClerNew	More 2/3 More 3/3
Play/Record Greeting	Play		Record Stop	Edit
Incoming Ring	Answer	Ignore	FwdVM	
Quick Dial			Back	
Page	EndPage			
Park List	Retrieve			
DND Settings	Confirm			Cancel
Active Call	Transfer DND	Conf CallFwd ParkList	Park	More 1/3 More 2/3 More 3/3
Held Call	Transfer DND	Conf ParkList CallFwd	Page Park	More 1/3 More 2/3 More 3/3
Register/De Register	Register	DeReg		Edit



Table 6 provides an alphabetical list of the labels that appear above the Programmed keys.

Table 6 Programmed Key Screen Labels

Function	Description	Function	Description
AddExt	Adds an extension destination when forwarding a voicemail message.	Jump ◀	Rewinds message in playback mode.
Answer	Answers incoming call.	Jump ▶	Forwards message in playback mode.
Back	Goes back to Idle.	FirstName	Toggles First and Last name sort in Directory and Extension list.
		LastName	
BackSpc	Performs the backspace function.	List	Opens the sort options menu in Directory.
CallFwd	Initiates Call Forward.	LocateHS	If the Cordless Handset is registered, locates handset.
Cancel	Cancels action and returns user to previous mode.	More 1/2	Moves to next set of programmed operation keys. If this button is present, there are more than four programmed operation keys available. Numeric designation indicates current page. For example, More 1/2 indicates that user is on page one of two.
		More 2/2	
ClrAll?	Clears all entries.	More 1/3	Moves to next set of programmed operation keys. If this button is present, there are more than four programmed operation keys available. Numeric designation indicates current page. More 1/3 indicates that user is on page one of three
		More 2/3	
		More 3/3	



Table 6 Programmed Key Screen Labels

Function	Description	Function	Description
ClerNew	Clears all new messages.	MrkNew	Marks all new messages.
Conf	Initiates a conference call.	New	Creates a new entry.
Confirm	Confirms DND setting ON or OFF.	No	Declines choice.
DelAll	Performs deletion of multiple records.	Page	Pages internal extensions.
Delete	Performs a permanent deletion.	Park	Parks call.
DelExt	Removes an extension destination when forwarding a voicemail message.	ParkList	Goes to Park List.
DelMsg	Deletes highlighted voicemail message in message list.	Pause	Inserts a two-second pause in digit string or pauses message playback.
DeReg	De-registers Cordless Handset or Headset in registration menu.	Play	Plays recorded audio clip.
Details	Shows you more details for a particular entry.	PlayAll	Plays all messages in Voicemail feature.
DND	Initiates Do Not Disturb.	PlayMsg	Plays message.
Done	Saves message annotation and goes to next step in message forward function.	Record	Records an audio clip.
Drop	Drops selected call in conference.	Register	Registers Cordless Handset or Headset in registration menu.



Table 6 Programmed Key Screen Labels

Function	Description	Function	Description
Edit	Allows you to change previously entered information.	Retrieve	Retrieves a parked call.
EndConf	Ends conference, but keeps calls on hold.	Save	Saves information entered.
EndPage	Ends paging of extensions.	Send	Forwards voicemail message to selected extensions.
ExtList	Goes to Extension List.	Set?	Sets the selected option as the default choice.
FirstName	Toggles First and Last name sort in Directory and Extension list.	Stop	Stops recording of audio clip.
LastName			
FwdMsg	Initiates Message Forward function.	Store	Stores number in local directory.
FwdVM	Forwards incoming call to voicemail.	Transfer	Initiates transfer of a call.
Ignore	Silences ringer during incoming call event and either goes back to previous mode or goes to next incoming call.	Xfer?	Transfer confirmation.
Intro	Initiates recording of annotation when forwarding a voicemail message.	Yes	Positive confirmation of choice.
Join?	Conference confirmation.		



The Idle Screen

All SB67030 Desk Set operation begin from the *Idle* screen shown in Figure 18. This screen is displayed when the Desk Set is first turned on or at the end of any operation such as completion of a call, or when the extension does not have any **Active** or **Held Calls**. "Liquid Crystal Display (LCD) Screen" on page 28 provides a complete description of the *Idle* screen operation. Customization functions can only be accessed from the *Idle* screen



Figure. 18 The SB67030 Desk Set Idle Screen

Table 7 Idle Screen Programmed Keys

Key	Description	Key	Description	Key	Description	Key	Description
DND	Initiates Do Not Disturb.	CallFwd	Initiates Call Forward.	Page	Pages internal extensions.	More 1/2	Moves to next set of programmed operation keys.
ExtList	Goes to Extension List.	ParkList	Goes to Park List.			More 2/2	

Status Indication

The upper right-hand corner area is reserved for displaying Major status messages, as shown in Figure 19 and Figure 20. Status indicators appear in *Idle* and Call Appearance modes only. Voicemail, has it's own set of status indicators.

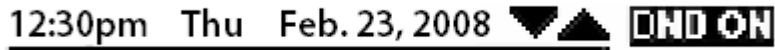


Figure. 19 Example of DND On

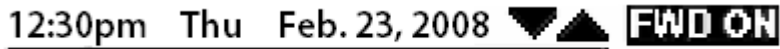


Figure. 20 Example of Call Forward On

Status messages include:

- DND ON Appears if Do Not Disturb is on.
- FWD ON Appears if Call Forward is on.
- VMFull Appears if voicemail is full.
- < 5 minimum Appears only in Voicemail feature to indicate less than five minutes recording time available

If more than one status indicator is active, the display will switch between each indicator. The status indicator will alternate every two seconds.

Extension

The extension name and number will be shown when on the Idle screen. The extension and name can only be modified in the Web GUI application with the ADMIN login, not the USER login.



Keypad Data Entry

Keypad Data Entry allows you use the dialing keys to enter alphabetical characters into a text field or search the Directory or Extension list based on the first character of the entry. Digits 2, 3, 4, 5, 6, and 8 have three assigned letters, while digits 7 and 9 have four assigned letters as shown in Figure 21. Pressing the dialing key once will enter the first letter, twice will enter the second letter, three times will enter the third letter. Pressing the key further will cycle through the letters again.

If the list is sorted by First Name, the Deskset will search for the first letter of the First Name. If the list is sorted by last name, the Deskset will search for the first letter of the Last Name. The user may toggle between First Name and Last Name sort by pressing **FirstNm** ./ **LastNm**



Figure. 21 Keypad Data Entry



Note Keypad Data Entry is available in the Directory and Extension list only

The "1" dialing key searches for a space. The "#" and "*" keys have been assigned special characters as shown in Figure 22. Pressing these keys will cycle through each special character in the order shown.



Figure. 22 Special Character Assignment



Search Rules

► *To search for a list entry:*


The screenshot shows a directory list titled 'Extensions' with 15 entries. The entry 'Kenyan Johal' with extension 604 is highlighted with a black bar. Below the list, there are navigation instructions: 'Press ▼ or ▲ to scroll or press dial pad keys for quick search.' and a 'Quick Dial' button. A 'LastName' button is also visible.

Extensions	5/15
Kenyan Johal	604
Nader Gibson	502
Robert Trump	212
Sally Chase	308
Scott Brown	206
Tim Winters	317
Valerie Logan	207

Press ▼ or ▲ to scroll or press dial pad keys for quick search. Quick Dial

LastName

Figure. 23 Exact Match

1. Press **DIRECTORY**  to display the directory list.
2. Press a dialling key in the Directory list cause the SB67030 Desk Set to search for either an exact match or the closest match as follows:
 1. If you press **K** [Press **5** twice] and an exact match is found, the highlight bar moves to that entry as shown in Figure 23. The highlighted entry appears at the top of the display regardless of its relative position within the list unless it falls in the bottom six entries of the list. If the entry falls in the bottom six, the highlighted entry will appear in its correct relative position.
 1. If you press **L** [Press **5** three times] and the SB67030 Deskset cannot find an exact match, the highlight bar will move to the entry with the closest alphabetical match as shown in Figure 24. The highlighted entry will appear in the middle of the display regardless of its relative position within the list unless it falls in the top or bottom three of the list. If the entry falls in the top or bottom three, the highlighted entry will appear in its correct relative position.

The screenshot shows the same directory list as Figure 23, but now the entry 'Nader Gibson' with extension 502 is highlighted. The list is sorted alphabetically. Below the list, there are navigation instructions: 'Press ▼ or ▲ to scroll or press dial pad keys for quick search.' and a 'Quick Dial' button. A 'LastName' button is also visible.

Extensions	06/15
Edith Wallace	649
Gordon Kittler	357
Kenyan Johal	604
Nader Gibson	502
Robert Trump	212
Sally Chase	308
Scott Brown	206

Press ▼ or ▲ to scroll or press dial pad keys for quick search. Quick Dial

LastName

Figure. 24 Closest Match



CHAPTER
3

BROWSER INTERFACE

Introduction

You can configure certain functions of the AT&T Small Business System through the Browser Interface that is embedded in every SB67030 Desk Set and SB67020 Gateway. All global settings, as well as the System Directory, are distributed across the network. The Browser Interface consists of web pages with editable settings.



CAUTION In most cases there are multiple settings on one page. Changing a setting does not instantly apply the new value. Pressing the "Apply" button will save all changes on that page.

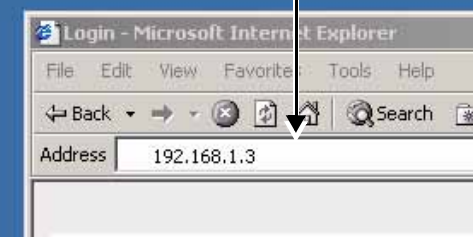
Changes made on the WebUI are transmitted to all Desksets when applied. If changes are being made on the Deskset and WebUI simultaneously, a first-come-first-serve policy on resource allocation will apply. As system configuration is session based, changes will only be transmitted globally when the session ends (either by pressing "Save" on the Deskset, or clicking "Apply" on the WebUI).

If the user types an invalid value into one of the fields on the web page, clicking "Apply" will not save the page. An error message will be generated and displayed at the top of the page. The field with the incorrect value will be highlighted, as shown below.



Accessing the User Interface (UI)

► To access the Browser Interface:



1. Press **MENU**.
2. Press the down **NAVIGATION** button to highlight **Deskset Information** and press **SELECT**, or press **4**.
3. Find your IP Address, as shown in Figure 25 the **Deskset Information** screen.
4. On your computer, open your preferred Internet Browser such as Internet Explorer, Firefox, Safari, or Chrome.
5. Type in the Deskset IP address in the address bar and press Enter. Note that the IP address of any Deskset or Gateway on the Synapse network can be used for access.
6. You will go to a Login screen, as shown below.
7. Enter in your administrator User ID and password, then click **Login**.
8. If this is the first time using the WebUI, type "admin" in the User ID field and "12345" in the password field, then click **Login**. You may change your User ID and password once you are logged in.

Note: Logging in as administrator allows you to configure global settings. Logging in as a user will allow you to access local phone settings only. .



[Français](#) | [Español](#)

Login

Login Name:

Password:

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Figure. 27 Menu - Deskset Settings



Call Forward-No Answer Settings

Only a system administrator may alter Call Forward-No Answer (CFNA) settings. CFNA may also be configured on the Deskset.

<p>Call Forwarding: <input type="radio"/> Off <input checked="" type="radio"/> On</p> <p>Target Type: <input checked="" type="radio"/> Voicemail <input type="radio"/> Extension <input type="radio"/> Line</p> <p>Seconds before Forwarding: <input type="text" value="30"/></p> <p>Extension Target Number: <input type="text"/></p> <p>Line Target Number: <input type="text"/></p>	<p>Log in as administrator.</p> <p>Click Phone Settings in the left navigation menu.</p> <p>Click Basic Settings.</p> <p>Locate "Call Forward No Answer Settings:" and make your selections from the following options:</p> <p>Call Forwarding On / Off: Turns CFNA on or off. Caution: Turning CFNA off will cause the Deskset to ring continuously until the far-end caller hangs up.</p> <p>Target Type: Voicemail / Extension / Line.</p> <p>Seconds before forwarding. The user may select a range from 5 to 45 seconds (in five-second increments).</p> <p>Extension / External Line Target Number. Enter target extension and external line numbers here</p>
<p>Figure. 28 Menu - Deskset Settings</p>	



Editing Quick Dial Entries



► *To add or edit Quick Dial entries,*

Log in as user or administrator.

Click **Phone Settings** in the left navigation menu.

Click **QuickDial Keys**.

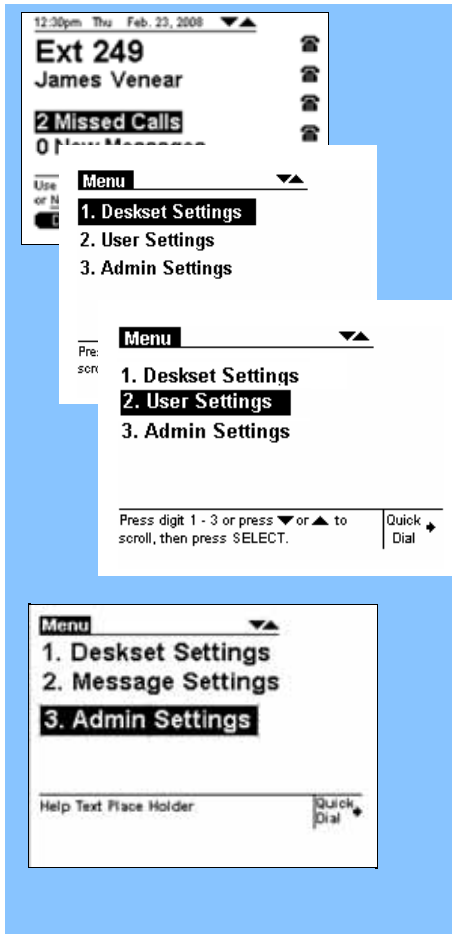
Note: If logged in as administrator, you may select which individual extension to edit.

Fill out name and number fields.

The associated Call Appearance icons indicate which Call Appearance key is used. Due to limited space on the Deskset display, names will be truncated with ellipses if they do not fit on the Deskset display. If both name and number are left blank, then the Deskset display will show **<Empty>** next to the Call Appearance.

Click **Apply**.





Introduction

Your SB67030 Desk Set ships with a factory or default settings for a variety of settings in the following categories:

1. *"Setup Menus" on page 52*
2. *"Deskset Settings" on page 54*
3. *"User Settings" on page 59*
4. *"Admin Settings" on page 77*
5. *"Deskset Information" on page 91*
6. *"Setting up Do Not Disturb" on page 92*



Setup Menus

All SB67030 Desk Set operation begin from the *Idle* screen shown in Figure 29. This screen displays when the Desk Set is first turned on or at the end of any operation such as completion of a call, or when the extension does not have any Active or Held calls. See "Liquid Crystal Display (LCD) Screen" on page 28 for a complete description of the *Idle* screen operation. Customization functions can only be accessed from the *Idle* screen.



Figure. 29 The SB67030 Desk Set Idle Screen

▶ *To access the SB67030 Deskset setup menus:*

<p>Menu ▼▲</p> <p>1. Deskset Settings</p> <p>2. User Settings</p> <p>3. Admin Settings</p> <p>4. Deskset Information</p> <hr/> <p>Use ▼ or ▲ to scroll then press SELECT or press 1 - 4.</p> <p>Quick Dial →</p>	<ol style="list-style-type: none"> 1. Press MENU and observe that the Menu screen shown in Figure 30 displays. 2. To display the Deskset Settings menu press SELECT , or press 1 on the keypad. 3. Go to “Deskset Settings” on page 54 for further instructions. 4. To display the User Settings menu press the down NAVIGATION arrow once to move the highlight and press SELECT , or press 2 on the keypad. 5. Go to “User Settings” on page 59 for further instructions. 6. To display the Admin Settings menu press the down NAVIGATION arrow twice to move the highlight and press SELECT , or press 3 on the keypad. 7. Go to “Admin Settings” on page 77 for further instructions. 8. To display the Deskset Information menu press the down NAVIGATION arrow three times to move the highlight and press SELECT , or press 4 on the keypad. 9. Go to “Deskset Information” on page 91 for further instructions\++.
--	---



Figure. 30 Menu Screen



Deskset Settings

▶ *To display the Deskset Settings men:*

1. Deskset Settings

1. Press **MENU**  and observe that the **Menu** screen shown in Figure 30 on page 53 displays.
2. To display the **Deskset Settings** menu shown in Figure 32 press **SELECT** , or press **1** on the keypad.

The **Deskset Settings** menu provides access to the four functions and the related submenus listed in Table 8.

Table 8 Deskset Settings Menu Structure

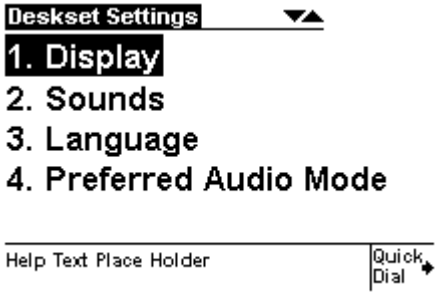


	Function	Submenu
 <p>Deskset Settings </p> <p>1. Display</p> <p>2. Sounds</p> <p>3. Language</p> <p>4. Preferred Audio Mode</p> <hr/> <p>Help Text Place Holder </p>	1. "Display" on page 55	1. Contrast [1-9] 2. Backlight Hi/Lo/Off]
	2. "Sounds" on page 56	1. Ring Volume [0-8] 2. Ringtones [1-9] 3. Key Beeps [On-Off]
	3. "Language" on page 57	1. English (Preset) 2. Francais 3. Espanol
	4. "Preferred Audio" on page 58	1. Speakerphone (Set) 2. Headset

Figure. 32 Menu - Deskset Settings



Display

The Display menu provides the ability to adjust your SB67030 Desk Set LCD contrast and backlight.

▶ To access the Display menu:

Display ▼▲

1. Contrast ◀3▶





2. Backlight [Hi]

Press digit 1 - 2 or press ▼ or ▲ to scroll.

Quick
Dial →

Save

Figure. 33 Display Menu

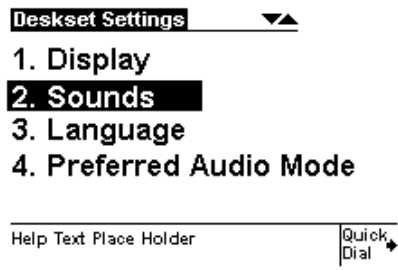





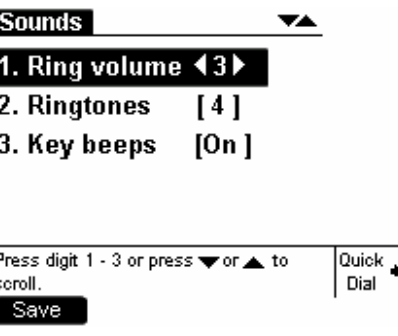
1. Press **SELECT**  to display the **Deskset Settings** menu shown in Figure 32 on page 54.
 2. Press **SELECT** , or press **1** on the keypad to access the **Display** menu shown in Figure 33.
 3. To set the desired **Contrast** level from 1 to 9 press the left or right **NAVIGATION** arrow. The default is **3**.
 4. To set the desired **Backlight** level press **2** on the keypad.
- OR
5. Press the down **NAVIGATION** arrow to move the highlight and press **SELECT** .
 6. Press the left or right **NAVIGATION** arrow to cycle through **Hi**, **Lo**, or **Off**. The default is **Hi**.
 7. Press **Save**  to accept the adjustments and return to the **Deskset Settings** menu shown in Figure 32 on page 54.



Sounds

The **Sounds** menu provides the ability to set the ring volume, pick one of nine Ringtones, or turn key beeps on and off.

► *To access the Sounds customization function submenus:*

 <p>Deskset Settings ▼▲</p> <ol style="list-style-type: none"> 1. Display 2. Sounds 3. Language 4. Preferred Audio Mode <p>Help Text Place Holder Quick Dial</p> <p>Figure. 34 Sounds</p>	<ol style="list-style-type: none"> 1. Press MENU  to display the Menu screen shown in Figure 30 on page 53 displays. 2. Press SELECT  to display the Deskset Settings menu shown in Figure 34. 3. Press 2 on the keypad or press the down NAVIGATION arrow to move the highlight to Sounds. 4. Press SELECT  and observe that the Sounds menu shown in Figure 35 appears. 5. To adjust the Ring Volume from 0 to 9, press the left or right NAVIGATION arrow. The default is 1. Decreasing the volume to zero turns off the ringer. The ringer will sound as adjusted. 6. To choose Ringtones, press 2 on the keypad or press the down NAVIGATION once and press SELECT . 7. To select the desired one of nine ringtones press the left or right NAVIGATION arrow. The default is 4. The ringtone will play when selected. 8. To turn the Key Beeps On or Off, press 3 on the keypad or press the down NAVIGATION arrow twice to highlight Key Beeps. 9. Press the left or right NAVIGATION arrow to select On or Off. The default is On. 10. Press Save  to accept the adjustments and return to the Deskset Settings menu shown in Figure 32 on page 54.
 <p>Sounds ▼▲</p> <ol style="list-style-type: none"> 1. Ring volume ◀ 3 ▶ 2. Ringtones [4] 3. Key beeps [On] <p>Press digit 1 - 3 or press ▼ or ▲ to scroll. Quick Dial</p> <p>Save</p> <p>Figure. 35 Sounds Menu</p>	



Language

The **Language** menu enables your SB67030 Desk Set to display information in English, French, or Spanish.

▶ To access the Language customization function submenus:

Deskset Settings ▼▲

1. Display
2. Sounds
3. **Language**
4. Preferred Audio Mode

Help Text Place Holder

Quick
Dial →

Figure. 36 Deskset Settings - Language

Language ▼▲

1. **English** (Set)
2. Français
3. Español

Use ▼ or ▲ to scroll or press 1 - 3.






Press **Set?** then press **Save**.

Save

Set?

Quick
Dial →

Figure. 37 Language Menu Function

1. Press **MENU**  and observe that the **Menu** screen shown in Figure 30 on page 53 displays.
2. Press **SELECT**  to display the **Deskset Settings** menu shown in Figure 32 on page 54.
3. Press **3** on the keypad or press the down **NAVIGATION** arrow twice to move the highlight to **Language** and press **SELECT**  as shown in Figure 36.
4. Observe that the **Language** menu shown in Figure 37 appears.
5. Press **1**, **2**, or **3** on the keypad or press the down **NAVIGATION** arrow to select the desired language.
6. Press **Set?**  to set the desired language as the default preference.
7. Observe that all on-screen text displays in the chosen language.
8. Press **Save**  to accept the changes and return to the **Deskset Settings** menu shown in Figure 32 on page 54.



Preferred Audio

The **Preferred Audio** menu allows you to set the audio preference to headset or speakerphone. Lifting the handset takes first priority in all instances.

► To access the Language customization function submenus:

Deskset Settings

1. Display
2. Sounds
3. Language
4. Preferred Audio Mode

Help Text Place Holder



Quick
Dial 

Figure. 38 Deskset Settings - Audio

Preferred Audio

1. Speakerphone (Set)
2. Headset

Choose where you hear your call when you press a Call Appearance key.

Use  or  to scroll or press 1 - 2.







Press **Set?** then press **Save**.

Save

Set?

Quick
Dial 

Figure. 39 Preferred Audio Menu

1. Press **MENU**  and observe that the **Menu** screen shown in Figure 30 on page 53 displays.
2. Press **SELECT**  to display the **Deskset Settings** menu shown in Figure 32 on page 54
3. Press 4 on the keypad or press the down **NAVIGATION** arrow three times to move the highlight to **Preferred Audio Mode** as shown in Figure 38, and press **SELECT** .
4. Observe that the **Preferred Audio Mode** menu shown in Figure 39 appears.
5. Press 1 or 2 on the keypad or press the down **NAVIGATION** arrow and press **SELECT**  to select the desired setting.
6. Press **Set?**  to set your audio preference.
7. Press **Save**  to accept the selection and return to the **Deskset Settings** menu shown in Figure 32 on page 54.



Note Once the preference is set pressing a Call Appearance key will take the system Off Hook via the preferred method. If the headset is not available, the Deskset will go Off Hook via speakerphone. If you are on a call, pressing the Call Appearance will route the audio to the preferred audio setting. Lifting the handset while on a call via speakerphone or headset will re-route audio to the handset.



User Settings

The **User Settings** menu provides the ability to modify the functions listed in Table 9 on page 60.

▶ To display the User Settings menus:



Figure. 40 Menu

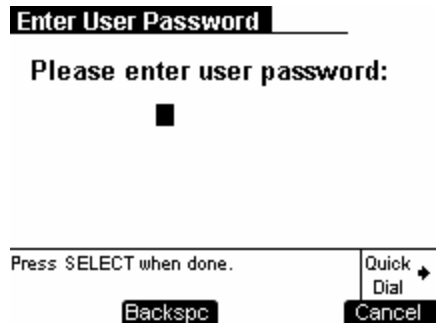


Figure. 41 User Password




1. Press **MENU**  and observe that the **Menu** screen shown in Figure 40 displays.
2. To display the **User Settings** menu press the down **NAVIGATION** arrow once to move the highlight and press **SELECT** , or press **2** on the keypad.
3. Observe that the **Enter User Password** screen shown in Figure 41 displays.
4. Enter the user password and press **SELECT** .
5. Use the **BackSpc** key to correct errors.
6. Press **Cancel** at any time to cancel all entries.
7. Observe that the **User Settings** menu shown in Figure 42 on page 60 displays.



Table 9 Deskset Menu - User Settings

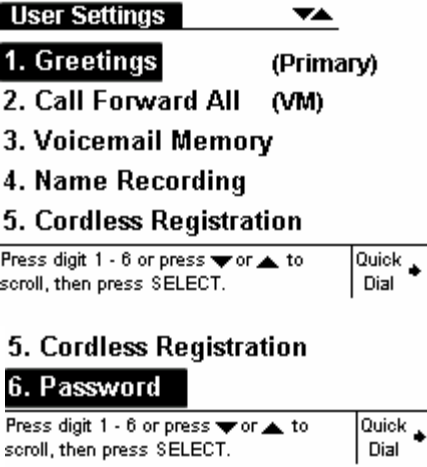
	Function	Submenu
 <p>User Settings ▼▲</p> <p>1. Greetings (Primary)</p> <p>2. Call Forward All (VM)</p> <p>3. Voicemail Memory</p> <p>4. Name Recording</p> <p>5. Cordless Registration</p> <p>Press digit 1 - 6 or press ▼ or ▲ to scroll, then press SELECT. Quick Dial →</p> <p>5. Cordless Registration</p> <p>6. Password</p> <p>Press digit 1 - 6 or press ▼ or ▲ to scroll, then press SELECT. Quick Dial →</p>	1. "Greetings" on page 61	1. Current Greeting (Primary/Alternate/Pre-Set) 2. Play or record Primary Greeting 3. Play or record Secondary Greeting 4. Play Pre-Set Greeting
	2. "Call Forwarding All" on page 63	1. Call Forward All Target (Ext/VM/Lime) 2. to Ext: xxx 3. to Line: xxx-xxx-xxxx
	3. "Voicemail Memory" on page 68	Shows remaining minutes left in Voicemail
	4. "Name Recording" on page 69	Current Name (Personal/Pre-Set) Play/Rec Personal Name Play/Rec Personal Name
	5. "Cordless Registration" on page 72	Handset (Not registered) Headset (Not registered)
	6. "Password" on page 75	1. Set/Change Password 2. Clear Password

Figure. 42 Menu - User Settings



Greetings

The **Message Greeting** menu provides the ability to play or record a primary and alternate greeting, play the Pre-set Greeting, and determine which of three greetings will be used.

► To access the Message Greeting menus:

Message Greetings ▼▲

1. Current Greeting ◀Primary▶

2. Play/Rec Primary Greeting

3. Play/Rec Alternate Greeting

4. Play Pre-Set Greeting

Select greeting to be played to callers.

Quick Dial ▶

Save

Figure. 43 Message Greetings

User Settings ▼▲

1. Greeting not recorded.

2. Pre-Set greeting will be used instead.

3. Pre-Set greeting will be used instead.




4. Pre-Set greeting will be used instead.

5. Pre-Set greeting will be used instead.

Press digit 1 - 6 or press ▼ or ▲ to scroll, then press SELECT.

Quick Dial ▶

Figure. 44 Greeting Not Recorded

1. Perform the procedure in "User Settings" on page 59 to display the **User Settings** menu.
 2. Press **1** on the keypad or press **SELECT**  and observe that the **Message Greetings** menu shown in Figure 43 appears.
 3. Press the left or right **NAVIGATION** arrow to select the **Primary** or **Alternate** greeting.
 4. Press Save to select the greeting and the system will check to see if the selected greeting has been recorded. If the greeting has been recorded, you will return to the **User Settings** menu shown in Figure 42.
 5. If a greeting has not been recorded the splash screen shown in Figure 44 appears and the Pre-Set greeting will be used.
 6. To play the pre-set greeting press **4** on the keypad or press the down **NAVIGATION** arrow three times to move the highlight to **Play Pre-Set Greeting** and press **SELECT** .
 7. Press the Play to play the greeting.
-
-  Note You cannot delete or record over the Pre-Set Greeting. See "Recording A Greeting" on page 62.
-
8. To record a new greeting see "Recording A Greeting" on page 62.



Recording A Greeting

Your SB67030 Desk Set provides the ability to record a greeting up to 60-seconds long. The procedure for recording a Primary and Secondary greeting are the same.

► To record either a Primary or Alternate greeting:

Play/Rec Greeting

Primary Greeting

Duration: 24s Max allowed: 60s



You have a one-minute maximum record time. Quick Dial ↕

Play Record Exit

Figure. 45 Record a Primary Greeting

Play/Rec Greeting

Secondary Greeting



Duration: 24s Max allowed: 60s



You have a one-minute maximum record time. Quick Dial ↕

Play Record Exit

Figure. 46 Record a Secondary Greeting



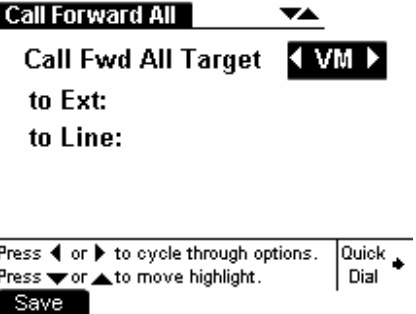
1. Perform the procedure in "User Settings" on page 59.
2. Press **1** on the keypad or press **SELECT**  and observe that the **Message Greetings** menu shown in Figure 43 on page 61 appears.
3. Press **2 (Primary)** or **3 (Alternate)** on the keypad or press the down **NAVIGATION** arrow to move the highlight, and press **SELECT** .
4. Observe that the **Play/Rec Greeting** display shown in Figure 45 or Figure 46 appears.
5. Press **Record** and observe that **Record** changes to **Stop** and the word **RECORDING** displays.
6. Begin recording your message and press Stop when you are finished.
7. Press **Play** to review the message.
8. Press **Edit** to return to the **Message Greetings** menu shown in Figure 43 on page 61.



Call Forwarding All

This setting controls the destination of unconditional Call Forward. To turn Call Forward All on or off, press **CallFwd** when in *Idle*, held calls, or *Active* mode. When activated, Call Forward All over-rides the Call Forward-No Answer setting. If Call Forward All is off, then the Call Forward-No Answer setting applies. Set the Call Forward-No Answer in "Admin Settings" on page 77s

► To determine the Call Forward settings:

 <p>User Settings ▼▲</p> <ol style="list-style-type: none"> 1. Greetings (Primary) 2. Call Forward All (VM) 3. Voicemail Memory 4. Name Recording 5. Cordless Registration <p>Use ▼ or ▲ to scroll then press SELECT or press 1 - 0. Quick Dial →</p> <p>Figure. 47 User Settings - Call FWD</p>	<ol style="list-style-type: none"> 1. Perform the procedure in "User Settings" on page 59. 2. Press the down NAVIGATION arrow once to move the highlight to Call Forward All as shown in Figure 47 and press SELECT , OR 3. Press 2 on the keypad. 4. Observe that the Call Forward All menu shown in Figure 48 displays.
 <p>Call Forward All ▼▲</p> <p>Call Fwd All Target ◀ VM ▶</p> <p>to Ext:</p> <p>to Line:</p> <p>Press ◀ or ▶ to cycle through options. Press ▼ or ▲ to move highlight. Quick Dial →</p> <p>Save</p> <p>Figure. 48 Call Forward All</p>	<ol style="list-style-type: none"> 5. Press the left or right NAVIGATION key to toggle the setting to one of the following targets: <ol style="list-style-type: none"> a. <i>"Call Fwd All Voicemail (VM)"</i> ◀ VM ▶, as shown in Figure 48. b. <i>"Call Fwd All - Extension"</i> ◀ Ext ▶ c. <i>"Call Fwd All - Outside Line"</i> ◀ Line ▶ 6. Verify that the FWD ON indicator illuminates on the Idle screen and a call forward splash screen appear as shown in "Call Forward Notification" on page 67.



Call Fwd All Voicemail (VM)

Forwarding all calls to voicemail is the default option.

► To set Call Forward All to go to Voicemail:

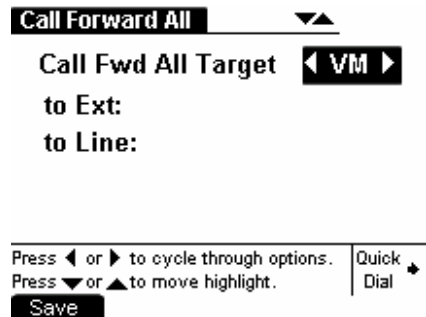


Figure. 49 Call Forward - VM

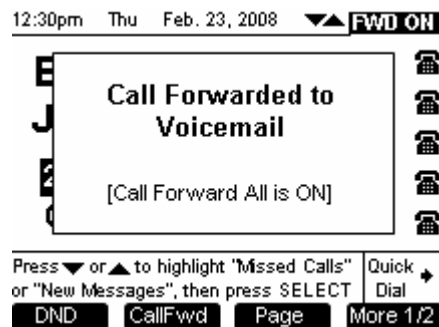


Figure. 50 Call Forward - VM Splash

1. Perform the procedure in “Call Forwarding All” on page 63.
2. Press the left or right **NAVIGATION** key to toggle the setting to **VM** as shown in Figure 49.
3. Press **Save** to confirm the change and return to the **User Settings** menu shown in Figure 47 on page 63.
 1. Activating the Call Forward All setting causes all incoming calls to be re-directed to Voicemail. The Deskset will not ring but displays the splash screen shown in Figure 50 to notify you that the call was forwarded.
 1. The Deskset will not record the call in the Call Log unless the caller leaves a message. A call with an associated message will be recorded in the Call Log, but will not be tagged as **NEW**.
 1. If Call Forward All is activated, the **FWD ON** status notification appears in *Idle* mode.
 1. Setting **Call Forward All** sets the Call Forward-No Answer settings to **OFF**.



Call Fwd All - Extension

► To set Call Forward All to go to a desired extension:

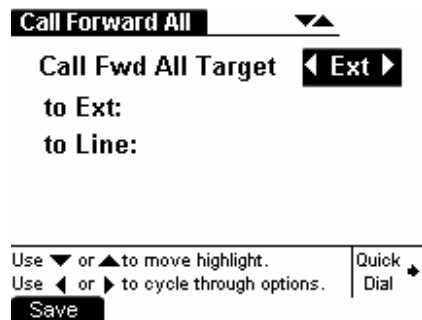


Figure. 51 Call Forward All - Extension

1. Perform the procedure in "Call Forwarding All" on page 63.
2. Press the left or right **NAVIGATION** key to toggle the setting to **Ext** as shown in Figure 51
3. Press the down **NAVIGATION** key to move to the **to Ext:** editable field. A blinking cursor appears in the number field as shown in Figure 52.
4. Enter in a valid extension using the dialing keys.
5. Press **Save** to confirm the change and return to the **User Settings** menu shown in Figure 47 on page 63.

1. If an invalid, or no extension has been entered, an **Invalid Extension Number** splash appears as shown and you will remain in the **Call Forward All** screen.



Figure. 52 Enter Extension



Call Fwd All - Outside Line

► To set Call Forward All to go to an outside line:

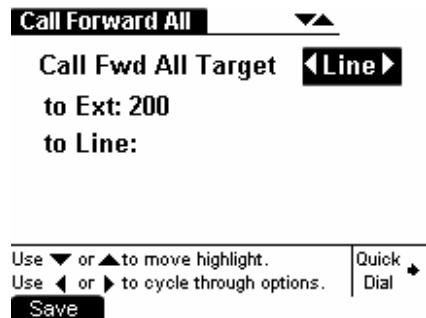


Figure. 53 Call Forward All - Line

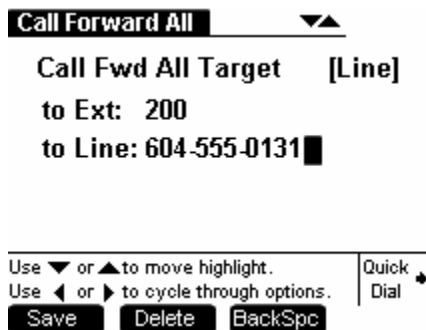
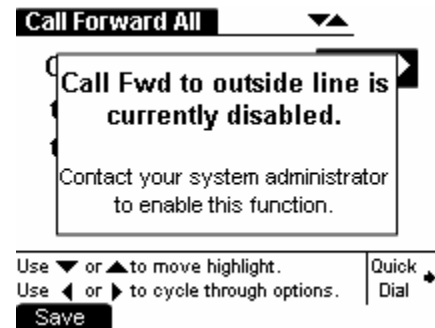


Figure. 54 Call Forward Line

1. Perform the procedure in "Call Forwarding All" on page 63.
2. Press the left or right navigation key to toggle the setting to **Line** as shown in Figure 53
3. Press down navigation key to move to the **to Line:** editable field. A blinking cursor will appear in the number field as shown in Figure 54.
4. Enter in a valid outside phone number using the dialing keys.
5. Press **Save** to confirm the change and return to the **User Settings** menu shown in Figure 47 on page 63.

1. Calls may be forwarded to an outside line only if this function is enabled in the Admin Settings. If Call Fwd/Transfer to outside line has been disabled, then an error splash appears.



1. Activating Call Forward All re-directs the call to the assigned phone number. The Deskset will not ring but a splash appears notifying the user that the call was forwarded. The Deskset will not record the call in the Call Log. The target extension will receive the incoming call with the CID of the original caller with no indication that it is a forwarded call
1. If Call Forward All is activated, the **FWD ON** status notification appears in *Idle* mode.



Call Forward Notification

<p>12:30pm Thu Feb. 23, 2008 ▼▲ FWD ON</p> <p>Ext 249 John Smith</p> <p>2 Missed Calls 0 New Messages</p> <p>Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT Quick Dial</p> <p>DND CallFwd Page More 1/2</p>	<p>1. Call Fwd All Voicemail (VM) notification</p> <p>2. Call Fwd All - Extension indication</p> <p>3. Call Fwd All - Outside Line Notification</p>	<p>12:30pm Thu Feb. 23, 2008 ▼▲ FWD ON</p> <p>Call Forwarded to Voicemail</p> <p>[Call Forward All is ON]</p> <p>Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT Quick Dial</p> <p>DND CallFwd Page More 1/2</p> <p>12:30pm Thu Feb. 23, 2008 ▼▲ FWD ON</p> <p>Call Forwarded to Ext 205</p> <p>[Call Forward All is ON]</p> <p>Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT Quick Dial</p> <p>DND CallFwd Page More 1/2</p> <p>12:30pm Thu Feb. 23, 2008 ▼▲ FWD ON</p> <p>Call Forwarded to 604-555-0131</p> <p>[Call Forward All is ON]</p> <p>Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT Quick Dial</p> <p>DND CallFwd Page More 1/2</p>
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Voicemail Memory

► *To access the Voicemail Memory screen:*

User Settings

1. Greetings [Primary]
2. Call Forward Settings
- 3. Voicemail Memory**
4. Name Recording
5. Cordless Registration

Press digit 1 - 6 or press ▼ or ▲ to scroll, then press SELECT.

Quick
Dial

Figure 55 User Settings - Voicemail

Voicemail Memory


There are **16** of 30 minutes still available for messages.

For more memory, delete Voicemail messages.

Press **Exit** when done.

Quick
Dial
Exit

Figure 56 Voicemail Status

1. Perform the procedure in "User Settings" on page 59.
2. Press **3** on the keypad or press the down **NAVIGATION** arrow twice to move the highlight to **Voicemail Memory** as shown in Figure 55 and press **SELECT** .
3. Observe that the **Voicemail Memory** menu shown in Figure 56 appears.
4. The Voicemail Memory screen displays the remaining minutes left for recording a message in Voicemail. This screen is for informational purposes only.
5. Press **◀ Exit ▶** to return to the **User Settings** menu shown in Figure 40.



Name Recording

► *To access the Name Recording:*

User Settings

1. Greetings [Primary]
2. Call Forward Settings
3. Voicemail Memory
4. **Name Recording**
5. Cordless Registration

Press digit 1 - 6 or press ▼ or ▲ to scroll, then press SELECT. Quick Dial

Figure. 57 User Settings - Name

Name Recording

1. **Name Selected** ◀Pre-Set ▶
2. Play/Rec Personal Name
3. Play Pre-Set Name

Select name to be played in System Directory. Quick Dial

Save

Figure. 58 Name Recording

1. Perform the procedure in "User Settings" on page 59.
2. Press **4** on the keypad or press the down **NAVIGATION** arrow three times to move the highlight to **Name Recording** as shown in Figure 57 and press **SELECT**.
3. Observe that the **Name Recording** menu shown in Figure 58 appears.
4. Press **1** on the keypad or press the up or down **NAVIGATION** arrow to highlight **Name Selected**.
5. Press the left or right **NAVIGATION** arrow to select **Personal** name.
6. Press **Save** the system will check to see if the personal name has been recorded. If it has, the **User Settings** menu displays. If it has not, a splash screen appears informing you that the personal name has not been recorded and to Press **4** to record your name or the Pre-Set name will be used.
7. Pressing **4** displays the **Name Recording** menu shown in Figure 58
8. To record your personal name see "Personal Name Recording" on page 70
9. To play the Pre-set name see "Pre-Set Name" on page 71.

User Settings

1. Personal Name not recorded.
- 2.
- 3.
4. Press 4 to record name or Pre-set name will be used.
- 5.

Use ▼ or ▲ to scroll then press SELECT or press 1 - 6. Quick Dial



Personal Name Recording

► *To play/record a personal name:*

Play/Rec Name

Personal Name Recording

NAME NOT RECORDED


Press **Record** to record name.

Quick
Dial →

Record

Exit

Figure. 59 Play/Rec Name

1. Follow the [To access the Name Recording:](#) procedure page 69.
2. Press **2** on the keypad or press the down **NAVIGATION** arrow to move the highlight to **Play/Rec Personal Name**.
3. Press **SELECT**  and observe that the **Play/Rec Name** menu shown in Figure 59 appears.
4. Press the **Record** programmed key.
5. The **Record** key changes to **Stop**.
 - 1 You are limited to a 10-second recording – Recording will stop automatically if the limit is exceeded.

Play/Rec Name

Personal Name Recording RECORDING

Duration: 2s

Max allowed: 10s

You have a 10-second maximum record time.

Quick
Dial →

Stop

Figure. 60 Name Recording

6. Press the **Stop** key when you are finished recording. The screen changes to display **Play** and **Record**.
7. Press **Play** to review the name recording.
8. Press **Edit** when your review is complete and the **User Settings** menu displays.

Play/Rec Name

Personal Name Recording

Duration: 4s

Max allowed: 10s

Quick
Dial →

Play **Record** **Exit**



Pre-Set Name

► *To play the Pre-Set name:*

Name Recording ▼▲

1. Name Selected ◀Pre-Set ▶

2. Play/Rec Personal Name


3. Play Pre-Set Name

Select name to be played in System Directory.

Quick Dial →

Save

Figure. 61 Pre-Set Name

1. Perform the *"To display the User Settings menus:"* procedure on page 59.
2. Press **3** on the keypad or press the down **NAVIGATION** arrow twice to move the highlight to **Play Pre-Set Name** as shown in Figure 61.
3. Press **SELECT**  and observe that the **Pre-Set Name** menu shown in Figure 62 appears.

Play Pre-Set Name

Pre-Set Name

Duration: 4s



Play

Quick Dial →

Exit

Figure. 62 Pre-Set Name

4. Press **Play** to listen to the Pre-Set Name. The Pre-Set Name is "Extension XXX", with X being the extension number. This voice tag will be generated from the voice library
5. Press **Edit** when your review is complete and the **User Settings** menu displays.



Cordless Registration

► *To access the Cordless Registration function:*


User Settings

1. Greetings [Primary]
2. Call Forward Settings
3. Voicemail Memory
4. Name Recording
5. **Cordless Registration**

Press digit 1 - 6 or press ▼ or ▲ to scroll, then press SELECT.

Quick
Dial →

Figure. 63 User Settings Cordless

1. Perform the *"To display the User Settings menus:"* procedure on page 59.
2. Press **5** on the keypad or press the down **NAVIGATION** arrow four times to move the highlight to **Cordless Registration** as shown in Figure 63.
3. Press **SELECT**  and observe that the **Cordless Registration** menu shown in Figure 64 appears.



Note Only one Cordless Handset or Headset can be registered with the Deskset.



Cordless Registration

1. **Handset** [Not Registered]
2. **Headset** [Registered]

Press digit 1 - 2 or press ▼ or ▲ to scroll, then press SELECT.

Quick
Dial →

Figure. 64 Cordless Registration

4. Press **1** or press **SELECT**  to register or deregister the Handset.
5. Press **2** or press the down **NAVIGATION** and press **SELECT**  to register or deregister the Headset.
6. See "To register a cordless device:" on page 73.
7. See "To deregister a cordless device:" on page 74.



WARNING *The registration process must also be initiated on the Handset otherwise registration cannot proceed. It does not matter which device starts the registration process first.*



Register a Cordless Device

The following procedure describes registering the Cordless Handset, the process is identical for the Cordless Headset

► To register a cordless device:

Cordless Handset Registration

Cordless Handset is currently
Not Registered.


Press one of the softkeys...

Register

Quick
Dial ↗

Exit

Figure. 65 Handset Not Registered

1. Perform the *"To access the Cordless Registration function:"* procedure on page 72.
2. Press **1** or press **SELECT**  to display the **Cordless Handset Registration** menu shown in Figure 65.
3. Press **Register** and observe that the **Registration in Progress** splash screen appears while the Deskset searches for the Handset (See Figure 66).
4. Observe that the **Cordless Handset Registration** screen displays **Cordless Handset is currently Registered.**

Cordless Handset Registration

C
N
Registration in Progress...

Press one of the softkeys...

Register

Quick
Dial ↗

Exit

Figure. 66 Registration in Progress

Cordless Handset Registration

Cordless Handset is currently
Registered.

DeReg

Quick
Dial ↗

Exit

5. Press **Edit**, to return to the **Cordless Registration** screen (See Figure 64 on page 72).



Deregister a Cordless Device


► *To deregister a cordless device:*

Cordless Handset Registration

Cordless Handset is currently **Registered**.



Figure. 67 Handset Registered

1. Perform the *"To access the Cordless Registration function:"* procedure on page 72.
2. Press **1** or press **SELECT**  to display the **Cordless Handset Registration** menu shown in Figure 67.
3. Press **DeReg** and a confirmation splash screen appears (See Figure 68).
4. Press **Yes** to confirm deregistration (See Figure 68).
5. Observe that the Cordless Handset Registration screen displays **Cordless Handset is currently Not Registered**.

Cordless Handset Registration

Are you sure you want to deregister the Cordless Handset?

Press **Yes** to deregister, or **No** to cancel.

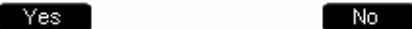


Figure. 68 Deregistration Confirmation

Cordless Handset Registration

Cordless Handset is currently **Not Registered**.



1. The Cordless Handset must also deregister itself from the Deskset to complete the deregistration process.

Password



Note The **User Settings** menu contains six entries. To view the **Password** entry it is necessary to press the down **NAVIGATION** arrow.

► To access the Password function:

User Settings ▼▲

2. Call Forward Settings
3. Voicemail Memory
4. Name Recording
5. Cordless Registration
- 6. Password**

Press digit 1 - 6 or press ▼ or ▲ to scroll, then press SELECT. Quick Dial →

Figure. 69 User Settings - Password

1. Perform the *"To display the User Settings menus:"* procedure on page 59.
2. Press **6** on the keypad or press the down **NAVIGATION** arrow five times to move the highlight to **Password** as shown in Figure 69.
3. Press **SELECT** and observe that the **Password** menu shown in Figure 70 appears.
4. Press **1** or **SELECT** to set or change the password (See *"To change the user Password" on page 76*).
5. Press **2** or the down **NAVIGATION** arrow and press **SELECT** to clear the user password.

Password ▼▲

- 1. Set/Change User password**
2. Clear User password

Clearing the password will make password entry unnecessary.

Press digit 1 - 2 or press ▼ or ▲ to scroll, then press SELECT. Quick Dial →

Figure. 70 Password

6. If you chose **Clear User Password** a confirmation screen appears.
7. Press the **Yes** to confirm password deletion.
8. The system returns to the **Password** screen. Once the password has been cleared, password entry will no longer be necessary for **User Settings** and **Voicemail**.

Password

Are you sure you want to clear your User password?

Press **Yes** to clear or **No** to cancel.

Yes **No**



Change User Password

► *To change the user Password*

Set/Change Password ▼▲

Enter Password: █



Confirm Password:

Your password must be a minimum of four digits and a maximum of six.

Quick Dial ▾

Save Delete BackSpC

Figure 71 Set/Change Password

1. Perform the *"To access the Password function:"* procedure on page 75.
1. Press **1** or **SELECT**  to access the **Set/Change Password** screen shown in Figure 71.
2. Use the dialing keys to enter a password and press **SELECT** , or press the down navigation key.
3. Press **BackSpC** to correct errors, or the **Delete** to start over.

Password ▼▲

1. █

2. █

Password Saved.

Keep this password in a safe place.

Press digit 1 - 2 or press ▼ or ▲ to scroll, then press SELECT.

Quick Dial ▾

Figure 72 Password Saved

4. Enter in the new password again to confirm.
5. Press **Save** to accept the change. The **Password Saved** splash screen appears and you return to the **User Settings** menu shown in Figure 42 on page 60.



Note Passwords must be a minimum of four digits and a maximum of six.

Admin Settings

▶ *To display the Admin Settings menu*



- | | |
|--------------------------|---|
| 3. Admin Settings | <ol style="list-style-type: none"> 1. Press MENU  and observe that the Menu screen shown in Figure 30 displays. 2. To display the Admin Settings menu shown in Figure 74 press the down NAVIGATION arrow to move the highlight and press SELECT , or press 3. |
|--------------------------|---|

Table 10 Deskset Menu - Admin Settings

	Function	Submenu
Admin Settings ▼▲ 1. Call Fwd-NA (VM) 2. Fwd/Trans to line (Enabled) 3. Restore Default Settings 4. Event Log 5. IP Settings (Auto)	1. "Call Fwd - NA" on page 78	1. Call Forward All Target (Ext/VM/Lime) 2. to Ext: xxx 3. to Line: xxx-xxx-xxxx Call Fwd-NA Delay <5/10/15/20...45>
Use ▼ or ▲ to scroll then press SELECT or press 1 - 7. Quick Dial → 6. Reset User Password 7. Software Upgrade Use ▼ or ▲ to scroll then press SELECT or press 1 - 7. Quick Dial →	2. "Fwd/Trans to line" on page 82	
	3. "Restore Default Settings" on page 83	
	4. "Event Log" on page 84	Shows event log
	5. "IP Settings" on page 85	1. IP Configuration <Auto/Static> 2. Set/Edit Static IP 3. IP Status
	6. "Reset User Password" on page 89	
Figure. 74 Admin Settings	7. "Software Upgrade" on page 90	Software upgrade screen



Call Fwd - NA

► *To access Call Forward No Answer:*

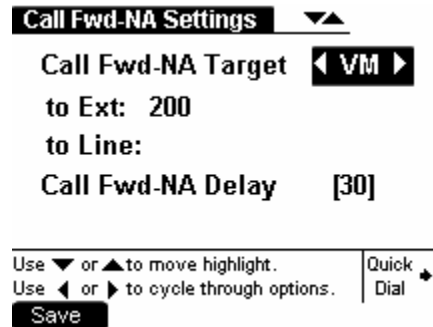






Figure. 75 Call Fwd NA Settings

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **1** or **SELECT** , and observe that the **Call Fwd - NA Settings** menu shown in Figure 75 displays.
3. Press the left or right **NAVIGATION** key to toggle the setting to one of the following targets:
 - a. *"Call Forward - No Answer to Voicemail"*  on page 79.
 - b. *"Call Forward - No Answer to an Extension"*  on page 80
 - c. *"Call Forward - No Answer to an Outside Line"*  on page 81



Note This setting controls the Call Forward-No Answer destination. The default setting is Call Fwd-NA to Voicemail. If Call Forward All is on, these settings will not apply.

4. Verify that the **FWD ON** indicator illuminates on the Idle screen and a call forward splash screen appear as shown in "Call Forward Notification" on page 67



Call Forward - No Answer to Voicemail

▶ *To forward all unanswered calls to Voicemail:*

Call Fwd-NA Settings

Call Fwd-NA Target **◀ VM ▶**
 to Ext: 200
 to Line:
 Call Fwd-NA Delay [30]

Use ▼ or ▲ to move highlight.

Use ◀ or ▶ to cycle through options.

Quick
Dial

Save

Figure. 76 Call Fwd NA Settings

12:30pm Thu Feb. 23, 2008

**Call Forwarded to
Voicemail.**

[Call Fwd-NA to Voicemail is ON]

Press ▼ or ▲ to highlight "Missed Calls"
or "New Messages", then press SELECT

Quick
Dial


DND

CallFwd

Page

More 1/2

Figure. 77 Call Fwd NA Confirmation

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **1** or **SELECT** , and observe that the **Call Fwd - NA Settings** menu shown in Figure 75 displays.
3. Press the left or right **NAVIGATION** key until **◀ VM ▶** is highlighted as shown in Figure 76.
4. Press the down **NAVIGATION** key three times to highlight **Call Fwd-NA Delay**.
5. Press the left or right **NAVIGATION** key to adjust the delay in five-second increments.



Note The minimum delay is five seconds and the maximum delay is 45 seconds. The default setting is 30 seconds.

6. Press **Save** to accept the change and display the **Admin Settings** menu
7. Observe that the **Call Fwd - NA Confirmation** screen shown in Figure 77 displays when a call is received.



Call Forward - No Answer to an Extension

► *To forward all unanswered calls to an extension:*

Call Fwd-NA Settings

Call Fwd-NA Target **Ext**
to Ext:
to Line:
Call Fwd-NA Delay **[30]**

Use ▼ or ▲ to move highlight.

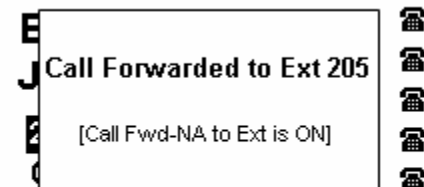
Use ◀ or ▶ to cycle through options.

Quick
Dial

Save

Figure. 78 Call Fwd NA Settings

12:30pm Thu Feb. 23, 2008





Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT

Quick
Dial

DND CallFwd Page More 1/2

Figure. 79 Call Fwd NA Confirmation

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **1** or **SELECT** , and observe that the **Call Fwd - NA Settings** menu shown in Figure 75 displays.
3. Press the left or right **NAVIGATION** key until **Ext**  is highlighted as shown in Figure 78.
4. Press the down **NAVIGATION** key to move to the **to Ext:** editable field. A blinking cursor appears in the number field.
5. Enter in a valid extension using the dialing keys.
6. Press the down **NAVIGATION** key to highlight **Call Fwd-NA Delay**.
7. Press the left or right **NAVIGATION** key to adjust the delay in five-second increments.



Note The minimum delay is five seconds and the maximum delay is 45 seconds. The default setting is 30 seconds.

8. Press **Save** to accept the change and display the **Admin Settings** menu
9. Observe that the **Call Fwd - NA Confirmation** screen shown in Figure 79 displays when a call is received.



Call Forward - No Answer to an Outside Line

► To forward all unanswered calls to an outside line

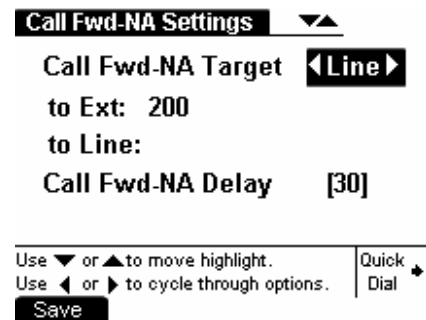


Figure. 80 Call Fwd NA Settings

12:30pm Thu Feb. 23, 2008 ▼▲

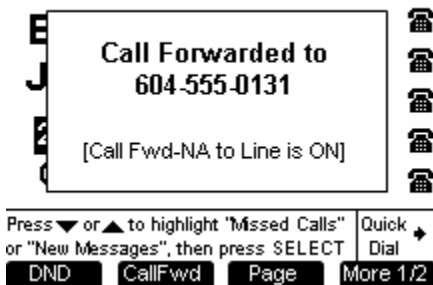



Figure. 81 Call Fwd NA Confirmation

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **1** or **SELECT** , and observe that the **Call Fwd - NA Settings** menu shown in Figure 75 displays.
3. Press the left or right **NAVIGATION** key until **◀Line▶** is highlighted as shown in Figure 78.
4. Press the down **NAVIGATION** key to move to the **to Line:** editable field. A blinking cursor appears in the number field.
5. Enter in a valid phone number using the dialing keys.
6. Press the down **NAVIGATION** key to highlight **Call Fwd-NA Delay**.
7. Press the left or right **NAVIGATION** key to adjust the delay in five-second increments.



Note The minimum delay is five seconds and the maximum delay is 45 seconds. The default setting is 30 seconds.

8. Press **Save** to accept the change and display the **Admin Settings** menu
9. Observe that the **Call Fwd - NA Confirmation** screen shown in Figure 81 displays when a call is received.



Fwd/Trans to line

The system administrator may enable or disable the ability to forward or transfer a call to an outside line. This function is enabled by default. Disabling this function will prohibit the user from sending a call to an outside line via the Gateway.

► To toggle the Forward/Transfer to an outside line:

Fwd/Trans to line

Fwd/Trans to line ◀ **Enabled** ▶

Disabling this option will prohibit Call Forwarding or Call Transfers to an outside line.

Press ◀ or ▶ to cycle through options.

Quick
Dial ▶

Save

Figure. 82 Fwd/Trans to line

Fwd/Trans to line

Fwd/Trans to line ◀ **Disabled** ▶



Disabling this option will prohibit Call Forwarding or Call Transfers to an outside line.

Press ◀ or ▶ to cycle through options.

Quick
Dial ▶

Save

Figure. 83 Toggle Fwd/Trans

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **2** on the keypad. or press the down **NAVIGATION** arrow to move the highlight to **Fwd/Trans to Line** and press **SELECT** ,
3. Observe that the **Fwd/Trans to line** menu shown in Figure 82 displays.
4. Press the left or right navigation key to toggle the setting from **[Enabled]** to **[Disabled]**. as shown in Figure 83.
5. Press  to accept the changes and return to the **Admin Settings** menu shown in Figure 74 on page 77.



Restore Default Settings

► *To restore the default settings:*

Admin Settings


Are you sure you want to restore factory defaults on this Deskset?

Press **Yes** to restore defaults, or **No** to cancel.

Yes

No

Figure. 84 Restore Default

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **3** on the keypad or press the down **NAVIGATION** arrow to highlight the **Restore Default Settings** and press **SELECT**  to display Figure 84.
3. Press **Yes** to confirm.



Event Log

► To access the Event Log:


Event Log	
Handset out of range	12:01p 05/22
IP address assigned	10:03a 05/01
No PSTN available	7:32a 04/28
No CA available	6:42p 04/12
Network port down	3:23p 04/09
Handset registered	1:23p 04/08
Headset registered	1:15p 04/08
Admin Login failed	5:21p 04/07

Press ▼ or ▲ to scroll or press **Exit** when you are done viewing log.

ClrAll? **Exit**

Quick Dial

Figure. 85 Admin Settings - Event Log

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **4** on the keypad or press the down **NAVIGATION** arrow to highlight **Restore Default Settings** and press **SELECT**  to display Figure 85.
3. Press the up or down **NAVIGATION** arrow to view logged events that are not shown on-screen.



Note The text is not circular so when you reach the end of the available text, pressing the down **NAVIGATION** key will do nothing. If you are at the top of the page, pressing the up **NAVIGATION** key will do nothing.

► To clear the Event Log:

Event Log


Are you sure you want to clear the Event Log?

Press **Yes** to clear all, or **No** to cancel.

Yes

No

Figure. 86 Admin Settings - Event Log

1. With the **Event Log** shown in Figure 85 displayed, press **DelAll** .
2. The confirmation screen shown in Figure 86 appears.
3. Press **Yes** to confirm deletion.
4. All events in the Event Log are cleared and the system displays an empty Event Log.



Note This screen is for informational purposes only.



IP Settings

▶ To display the IP status:

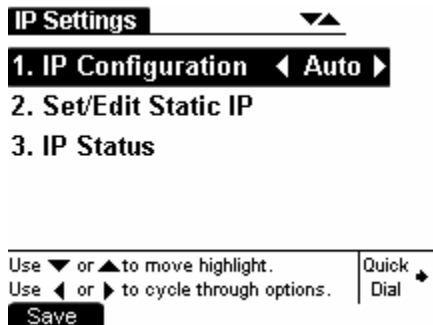






Figure. 87 IP Settings

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **6** on the keypad or press the down **NAVIGATION** arrow to highlight **IP Settings** and press **SELECT** .
3. Observe that the **IP Settings** menu shown in Figure 87 displays.
4. Perform one of the following:
 - a. Press **1** on the keypad or press **SELECT**  and observe that the **IP Configuration** menu shown in Figure 88 on page 86 appears.
 - b. Press **2** on the keypad or press the down **NAVIGATION** arrow to move the highlight, and press **SELECT**  and observe that the **Set/Edit Static IP** menu shown in Figure 89 on page 87 appears.
 - c. Press **3** on the keypad or press the down **NAVIGATION** arrow to move the highlight, and press **SELECT**  and observe that the **IP Status** menu shown in Figure 88 on page 86 appears.



Tip **IP Address format:** Each octet of the IP address ranges from 0 to 255. The system will, however, not check for the accuracy of the address entered. you can enter single or double digits and do not need to use zeros as place-markers. For example, enter "192.168.0.1" instead of "192.168.000.001"



IP Configuration

► *To access the IP Configuration menu and edit the IP Address:*

IP Settings ▼▲

1. IP Configuration ◀ **Static**

2. Set/Edit Static IP

3. IP Status


Use ▼ or ▲ to move highlight.

Use ◀ or ▶ to cycle through options.

Quick
Dial ▶

Save

Figure. 88 IP Configuration



1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **6** on the keypad or press the down **NAVIGATION** arrow to highlight **IP Settings** and press **SELECT** .
3. Observe that the **IP Settings** menu shown in Figure 87 on page 85 displays.
4. Press the left or right **NAVIGATION** arrow to toggle between **[Auto]** and **[Static]**.
5. Press **Save** to accept the changes and return to the **Admin Settings** menu shown in Figure 74 on page 77.



Set/Edit Static IP

► *To access the IP Configuration menu and edit the IP Address:*

Figure. 89 Set/Edit Static IP

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **6** on the keypad or press the down **NAVIGATION** arrow to highlight the **IP Settings** and press **SELECT** . The menu shown in Figure 87 on page 85 displays.
3. Press **2** on the keypad or press the down **NAVIGATION** arrow to highlight the **Set/Edit Static IP** and press **SELECT** .
4. The **Static IP Edit** menu shown in Figure 89 displays.
5. Enter in digits using dialing keys. There is a 12-digit limit on the number field (not including dots).



Note Pressing the hash (#) will insert a dot. Pressing **BackSpC** when the cursor is positioned next to a dot will delete the dot and the digit to the left of the dot.

6. Press the up or down **NAVIGATION** arrow to cycle through the four different fields.
7. Press **Save** to accept the changes and return to the **Admin Settings** menu shown in Figure 74 on page 77.



Note When enters the edit mode for the first time, the cursor will be positioned at the beginning of the top field. If all the fields have been filled, the cursor will be positioned at the end of the top field.



IP Status

This screen is for informational purposes only.

► To access the IP Configuration menu and edit the IP Address:

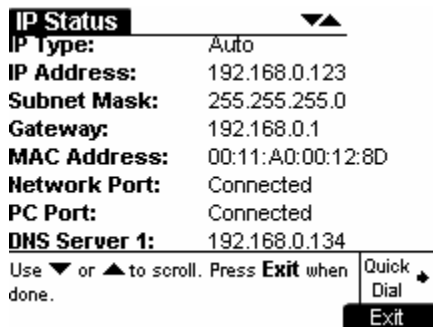





Figure. 90 IP Status

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **6** on the keypad or press the down **NAVIGATION** arrow to highlight the **IP Settings** and press **SELECT** . The menu shown in Figure 87 on page 85 displays.
3. Press **3** on the keypad or press the down **NAVIGATION** arrow to highlight the **IP Status** and press **SELECT** . The menu shown in Figure 90 displays.
4. Press the up or down **NAVIGATION** arrow to view status entries that are not shown on-screen.



Note The text is not circular so when you reach the end of the available text, pressing the down **NAVIGATION** key will do nothing. If you are at the top of the page, pressing the up **NAVIGATION** key will do nothing.

5. Press **Edit**  when your review is complete and the **User Settings** menu displays.



Reset User Password



Note The **Admin Settings** menu contains seven entries. To view the **Password** entry it is necessary to press the down **NAVIGATION** arrow.

► To reset the user password:

Admin Settings


Are you sure you want to reset the User password?

Press **Yes** to reset password, or **No** to cancel.

Yes

No

Figure. 91 Reset User Password

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **6** on the keypad or press the down **NAVIGATION** arrow to highlight the **Reset User Password** and press **SELECT** .
3. The confirmation screen shown in Figure 91 appears.
4. Press **Yes** to confirm password reset.
5. The splash screen shown in Figure 92 appears, informing the administrator that the password has been reset.



Note The user will now be able to access User settings and Voicemail without entering a password.

Admin Settings

4. **User password has been reset.**
 5. Password entry no longer required for User settings and Voicemail.

Press digit 1 - 8 or press ▼ or ▲ to scroll, then press SELECT.

Quick Dial

Figure. 92 User Password Confirm



Software Upgrade




Note The **User Settings** menu contains six entries. To view the **Software Upgrade** entry it is necessary to press the down **NAVIGATION** arrow.

► To access the Software upgrade feature:

Software Upgrade



Figure. 93 Software Upgrade

1. Perform the *"To display the Admin Settings menu"* procedure on page 77.
2. Press **7** on the keypad or press the down **NAVIGATION** arrow six times to highlight the **Software Upgrade** and press **SELECT**  to display Figure 91.
3. Press **Edit** when your review is complete and the **User Settings** menu displays.



Deskset Information




► *To access the deskset information menu:*

Deskset Information ▼▲

Model No: SB67030
IP Address: 192.168.1.3
MAC Address: 00:11:A0:00:12:8D
Serial No: CBJ003235
Boot Ver: 2.2.0
P Firmware Ver: v0.3.0.4494
V Firmware Ver: D020

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

Figure. 94 Deskset Information

1. Press **MENU**  and observe that the **Menu** screen shown in Figure 30 on page 53 displays.
2. Press **4** on the keypad or press the down **NAVIGATION** arrow to highlight **Deskset Information** and press **SELECT**  to display Figure 94.
3. Press the down **NAVIGATION** arrow to access the additional information shown in Figure 95.
4. Press **Edit**  when your review is complete and the **User Settings** menu displays.

Deskset Information ▼▲

P Firmware Ver: v0.3.0.4494
V Firmware Ver: D020
Handset: Registered
Headset: Not Registered
System ID 1: xxxx
System ID 2: xxxx
System ID 3: xxxx

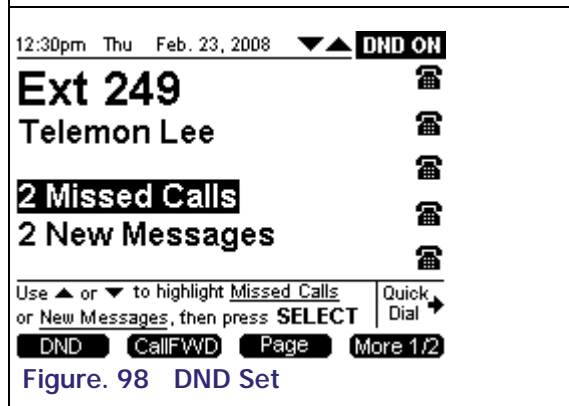
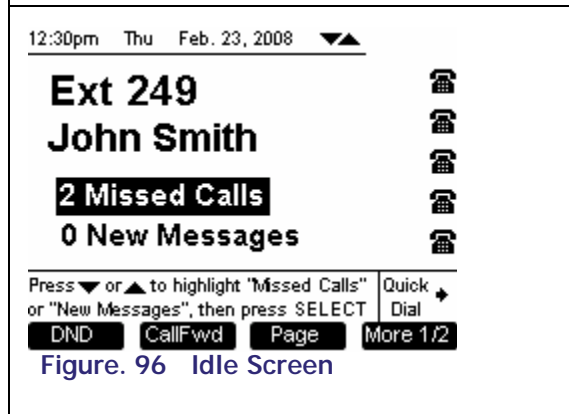
Use ▼ or ▲ to scroll. Press **Exit** when done. Quick Dial ↘
Exit

Figure. 95 Deskset Information

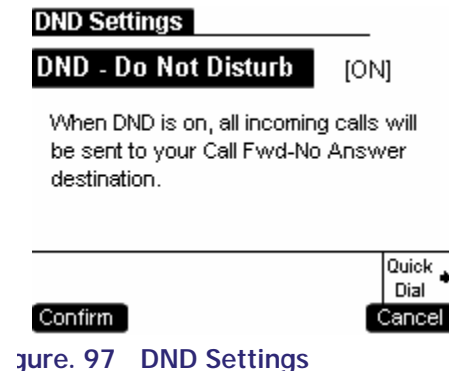


Setting up Do Not Disturb

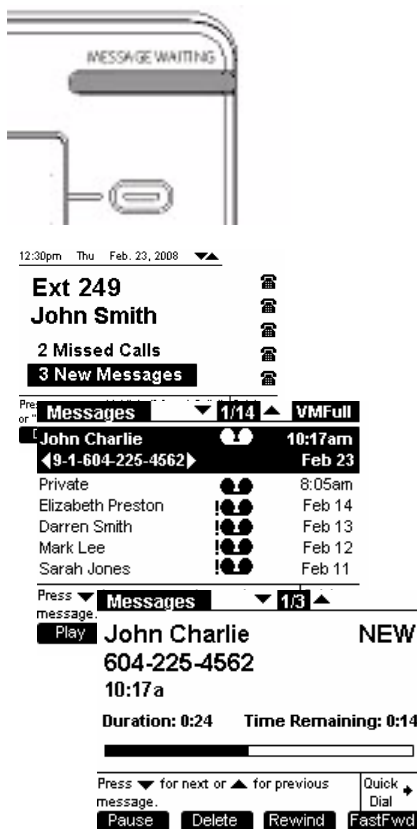
▶ To enable or disable DND:



1. From the Idle screen shown in Figure 96, press **DND**.
2. Observe that the DND Settings screen shown in Figure 98 displays.
3. Press the left or right **NAVIGATION** key to set **DND - Do Not Disturb [ON]** to enable. or **DND - Do Not Disturb [OFF]** to disable.
4. Press **Confirm** to save changes.
5. **DND ON** will now disappear or appear in the top right of the display as shown in Figure 97.
6. Press **Cancel** to return to Idle at any time.



CHAPTER 5 VOICE MAIL



Your SB67030 Deskset Voicemail system provides the ability to capture important messages and save, replay, or forward those messages. The message LED shown in Figure 99 lights up when there are one or more new message and the # **New Messages** displays on the Idle screen.



Figure. 99 Message Waiting LED

1. *"Access Voicemail" on page 94*
2. *"Messages Feature" on page 95*
3. *"Message Playback" on page 97*
4. *"Forwarding a Message" on page 99*
5. *"Deleting Messages" on page 104*
6. *"Clear Message Flags" on page 106*
7. *"Voicemail Remote Operations" on page 107*



Access Voicemail

► To access the voicemail:

12:30pm Thu Feb. 23, 2008 ▼▲

Ext 249

John Smith

2 Missed Calls

3 New Messages



Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT

Quick Dial

DND

CallFwd

Page

More 1/2

Figure. 100 New Message Notification

Messages ▼ 1/3 ▲

John Charlie



10:17am

◀ 9-1-604-225-4562 ▶

Feb 23

Private



8:05am

Elizabeth Preston



Feb 14

Press ▼ to skip or ▲ to play the previous message.

Quick Dial


Play

DelMsg

PlayAll

More 1/3

Figure. 101 Message List

1. Your SB67030 Deskset Voicemail system displays the number of new voicemail messages during idle as shown in Figure 100. A message is considered new if it has not been played.
2. Pressing **SELECT**  when the notification is highlighted to display the *Message* list shown in Figure 101 where only new messages are displayed.

OR
3. Press **MESSAGES** to view the available message list.
4. Once a new message is played, the new message count will go down by one. If there are no new messages, **0 New Messages** displays.
5. You can play messages when in Idle or when calls are on hold.



Note Pressing the up or down navigation key will move the highlight bar.



Messages Feature

The programmed keys are available when viewing the message list from Idle. There are no programmed keys available in Active mode or if the message list is empty.

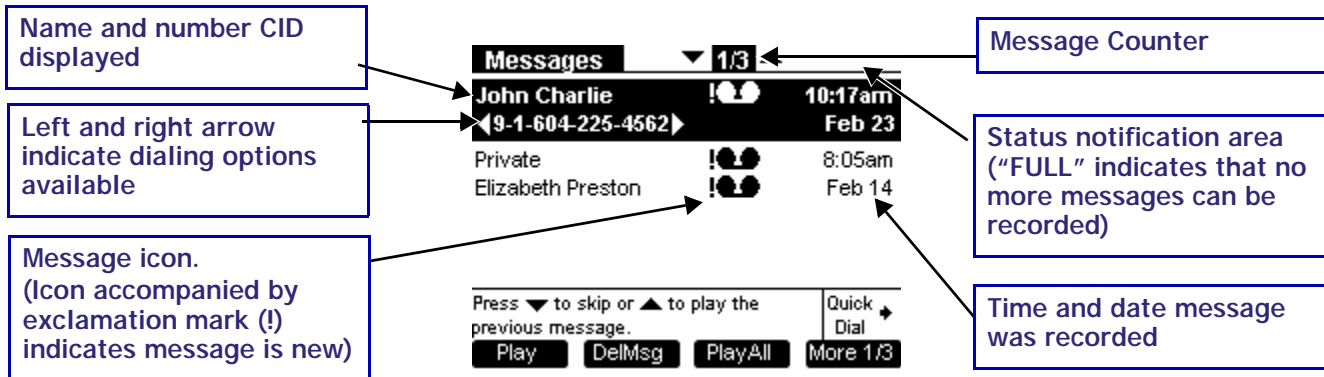


Table 11 Voicemail Programmed Keys

Key	Description	Key	Description	Key	Description	Key	Description
Play	Plays recorded audio clip.	DelMsg	Deletes highlighted voicemail message in message list.	PlayAll	Plays all messages in Voicemail feature.	More 1/3	Moves to next set of programmed keys. If this button is present, there are more than four programmed operation keys available. More 1/3 indicates that user is on page one of three
FwdMsg	Initiates Message Forward function.	DelAll	Performs deletion of multiple records.	ClerNew	Clears all new messages.	More 2/3	
MrkNew	Marks all new messages.					More 3/3	



The SB67030 Deskset Voicemail system features include:

- n There is a maximum of 30 minutes recording time (no limit on number of messages). If this limit is reached while recording is in progress, the message will cut short and the far-end caller will be notified with a voice prompt.
- n If a caller tries to leave a message when voicemail is full, a voice prompt notifies them that a message cannot be recorded at this time.
- n The highlighted message displays both name and number CID (if available) as well as both the time and date of the message recording. Un-highlighted messages in the list will display either name or number field only and time or date only.
- n There is a 22-character limit on the name field. Oversized entries will be truncated with ellipses.
- n If the message was left before 12:00am on the current day, then the date of the message only will be displayed. If the message was left after 12:00am on the current day, then the time of message recording only will be displayed.
- n When reviewing the message list, you may call the number listed in the highlighted message.
- n Pressing the up or down **NAVIGATION** key cycles through messages in the list while pressing the left or right **NAVIGATION** key cycles through dialing options.



Message Playback

The SB67030 Deskset Voicemail system provides the ability to play a single message or all of the messages in the system.


▶ *Play a single message*



Figure. 102 Message List





Figure. 103 Message Details

1. Press **SELECT**  when the notification is highlighted to display the *Message* list shown in Figure 102.

OR

Press **MESSAGES** to view the available message list.

2. Press the up or down **NAVIGATION** button to highlight the desired message and press **Play**  or press **SELECT**  to play the Highlighted message as shown in Figure 103.
3. The Message screen provides the following information:
 - 1 Name and number CID displayed (if available)
 - 1 Time message recorded
 - 1 Message progress bar
 - 1 Message counter (30 minutes maximum recording time)
 - 1 **NEW** tag displays upon first playback of message
 - 1 Duration of message and time remaining in playback.



You have the following options during message playback:

- n Press **Pause** to pause message playback.
- n Press **Delete** to delete the message. If there are more messages, the user will go to the next message.
- n Press **Jump** to rewind the message in 8 second increments.
- n Press **Jump** to forward the message in 8 second increments.
- n Press the up **NAVIGATION** key once to rewind to the start of the current message, or twice to skip to the previous message.
- n Press the down **NAVIGATION** key to skip to the next message.

► *To play all messages in the messages list:*



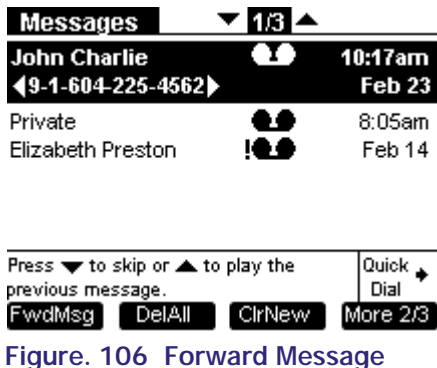
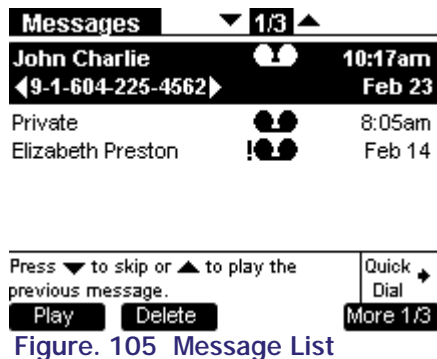
Figure. 104 Play All Messages


1. Press **PlayAll**. The message details screen displays for each message, starting with the oldest, and ending with the most recent. A short tone (beep) will emit between each message.
 - 1 You have the option of skipping to the next message by pressing the down **NAVIGATION** key or playing the previous message by pressing the up **NAVIGATION** key.
 - 1 If all messages play without interruption, you will return to the messages list with the highlight on the last played message.
 - 1 Press **CANCEL** to return to the messages list with the highlight on the last played message.
 - 1 All messages played will have the **NEW** tag removed.
 - 1 There will be no Time Stamp announcements.



Forwarding a Message

► To forward a voicemail message:



1. Press **SELECT** . when the notification is highlighted to display the *Message* list shown in Figure 105.

OR

Press **MESSAGES**. to view the available message list.


2. Press the up or down **NAVIGATION** button to highlight the desired message and press **More 1/3** to display the programmed keys illustrated in Figure 106.

3. Press **FwdMsg** to display the **Forward Message** screen.


Forward Message

Enter an extension to forward the message:

4. Enter in the extension number using the dialing keys OR press **ExtList** to choose an extension from the Extension List shown in Figure 107 on page 100.

Press **SELECT** when done. Quick Dial 

ExtList

5. Highlight the desired extension in the extension list, if used, and press **SELECT** .

6. **ExtList** will not be available after a digit is entered

7. **BackSpc** appears after a digit is entered. This key deletes the character before the blinking cursor.

8. Pressing the left or right **NAVIGATION** key will move the blinking cursor.



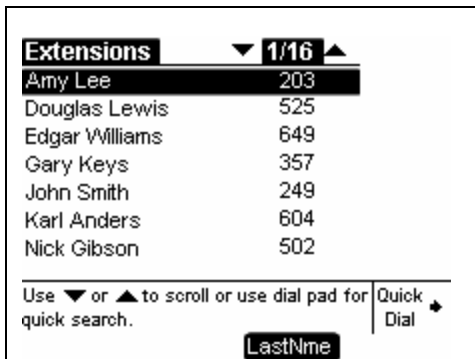


Figure. 107 Forward Message

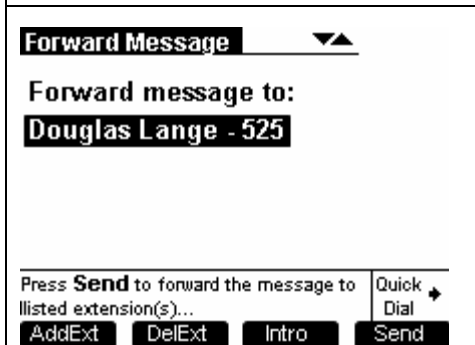



Figure. 108 Message Extension

9. Press **SELECT** , the extension name tag and number will appear as shown in Figure 108.
10. You have the following options:
 - a. Press **AddExt** to add another extension (up to a maximum of three extensions).
 - b. Press **DelExt** to remove the currently highlighted extension from the list.
 - c. Press **Intro** to record an audio annotation.
 - d. Press **Send** to forward the message to the extension.
11. Observe that the **Message Forwarded** screen shown below appears.



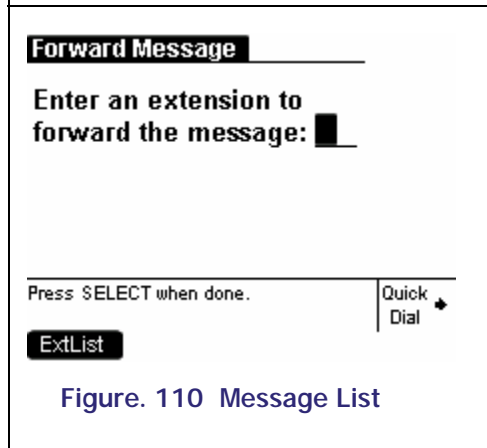
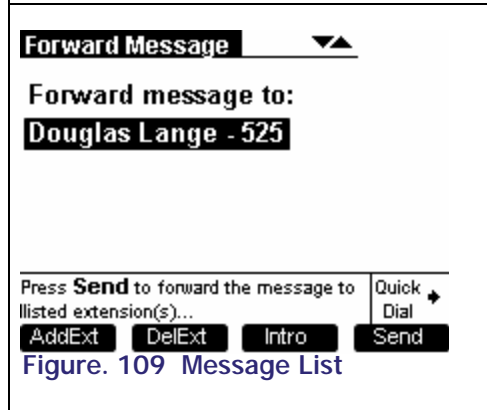
12. The forwarded message will appear in the recipient's Message list.



Forward to Additional Extensions

A user can forward a new or old message to other extensions (maximum of three at a time). To forward a message, the user must follow this procedure from the Messages list:

► To forward to multiple extensions:



1. Perform the "To forward a voicemail message:" procedure on page 99 steps 1 through 9 and observe that the screen shown in Figure 109 appears.
2. Press **AddExt** and observe that the screen shown in Figure 110 appears.
3. Enter in the extension number using the dialing keys OR press **ExtList** to choose an extension from the Extension List..
4. Highlight the desired extension in the extension list, if used, and press **SELECT**.
5. Press **Send** to forward the message to the extension.
6. Observe that the **Message Forwarded** screen shown below appears.



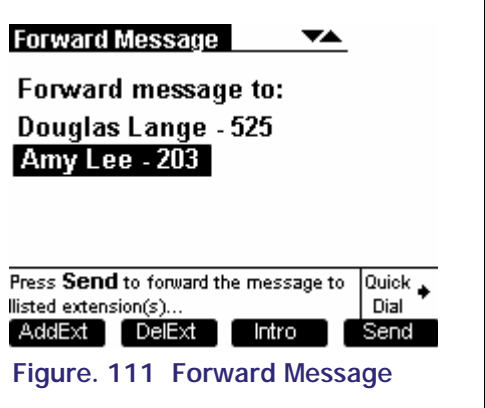
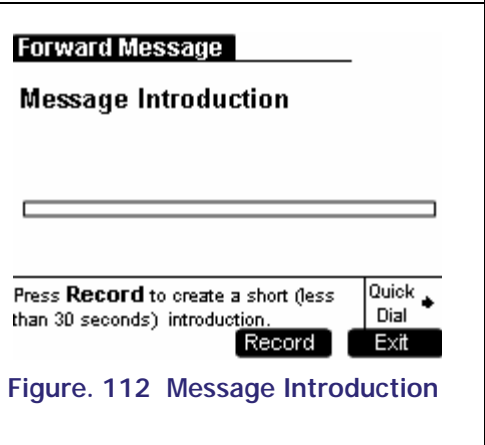
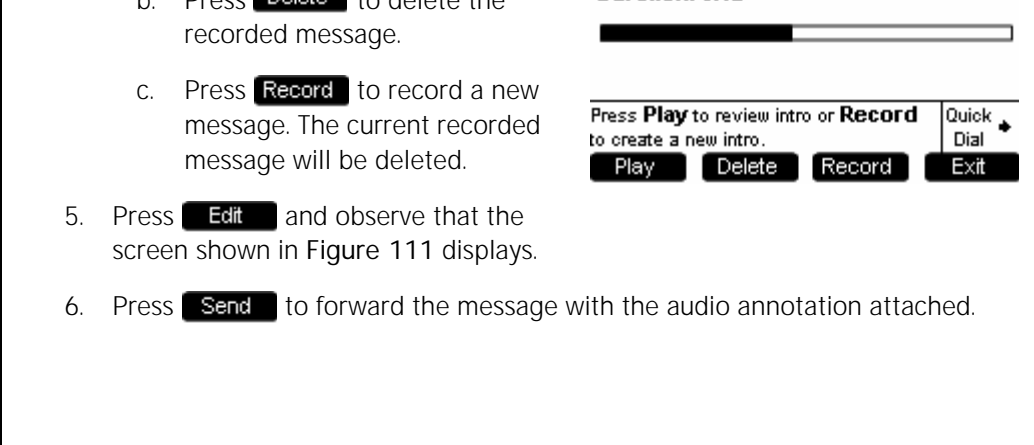
7. The forwarded message will appear in the recipient's Message list.



Recording an Audio Annotation

You have the option of recording an audio annotation to append to a forwarded message.

► To record an audio annotation:

 <p>Press Send to forward the message to listed extension(s)...</p> <p>AddExt DelExt Intro Send</p> <p>Quick Dial</p> <p>Figure. 111 Forward Message</p>	<ol style="list-style-type: none"> 1. Press Intro and observe that the screen shown in Figure 112 displays. 2. Press the Record to record an introductory message. The recording will be limited to 30 seconds. The program keys will change to display Stop. 3. Press Stop when finished recording. If 30-second limit is reached, then recording will stop automatically. 4. You have the following options: <ol style="list-style-type: none"> a. Press Play to play the recorded message. b. Press Delete to delete the recorded message. c. Press Record to record a new message. The current recorded message will be deleted. 5. Press Edit and observe that the screen shown in Figure 111 displays. 6. Press Send to forward the message with the audio annotation attached.
 <p>Press Record to create a short (less than 30 seconds) introduction.</p> <p>Record Exit</p> <p>Quick Dial</p> <p>Figure. 112 Message Introduction</p>	 <p>Press Play to review intro or Record to create a new intro.</p> <p>Play Delete Record Exit</p> <p>Quick Dial</p>



Status Notifications

Voicemail status indications:

Messages ▼ 1/3 ▲ < 5 min

John Charlie 10:17am
 ◀ 9-1-604-225-4562 ▶ Feb 23

Private	🔊	8:05am
Elizabeth Preston	!🔊	Feb 14
Darren Smith	!🔊	Feb 13
Mark Lee	!🔊	Feb 12

Press ▼ to skip or ▲ to play the previous message. Quick Dial

Play Delete More 1/3

Figure. 113 <5 Minutes of Voicemail

Messages ▼ 1/14 ▲ VMFull

Graham Bell 10:17am
 ◀ 9-1-800-916-2007 ▶ Feb 23

Private	🔊	8:05am
Mary Williams	!🔊	Feb 14
Tim Winters	!🔊	Feb 13
Robert Brown	!🔊	Feb 12
Linda Miller	!🔊	Feb 11

No new messages can be recorded until some messages are deleted. Quick Dial

Play DelMsg PlayAll More 1/3

Figure. 114 Voicemail Full

Your SB67030 Deskset Voicemail system provides two indications of voicemail status:

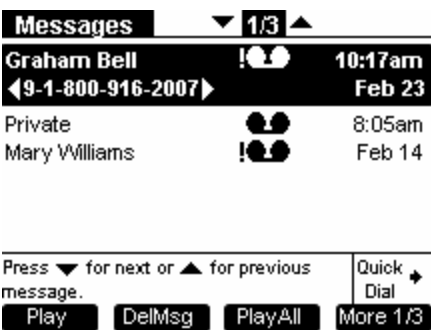
1. If there is less than five minutes recording time remaining, a **< 5 min** status notification appears in status notification area. as shown in Figure 113
2. If Voicemail is full, a **VMFull** status notification will appear in status notification area as shown in Figure 114.
3. To increase the available time perform the procedures in *"Deleting Messages" on page 104*.



Deleting Messages

You may delete a single message, or all messages from the Message list or from Message Playback..

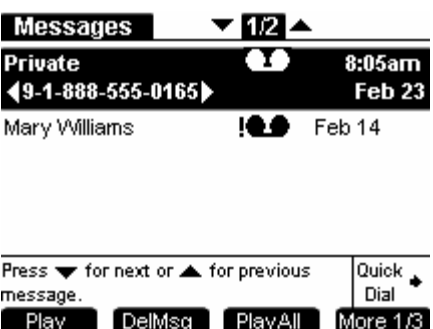
► *To delete a single message:*



The screenshot shows a list of messages. The first message is highlighted in black with white text. It is from 'Graham Bell' at '10:17am' on 'Feb 23'. The phone number is '9-1-800-916-2007'. Below the highlighted message, there are two other messages: 'Private' from 'Mary Williams' at '8:05am' on 'Feb 14'. At the bottom, there are navigation instructions: 'Press ▼ for next or ▲ for previous message.' and 'Quick Dial'. Below these are four buttons: 'Play', 'DelMsg', 'PlayAll', and 'More 1/3'.

Figure. 115 Deleting Messages

1. Press **MESSAGES**. to view the available message list shown in Figure 115.
2. Press the up or down **NAVIGATION** button to highlight the desired message.
3. When the entry you wish to delete is highlighted, then press **DelMsg**.
4. Observe that the message is removed from the list and the next messages is highlighted as shown in Figure 116



The screenshot shows the same list of messages as Figure 115, but the message from 'Graham Bell' has been removed. The message from 'Private' from 'Mary Williams' at '8:05am' on 'Feb 14' is now highlighted in black with white text. The phone number is '9-1-888-555-0165'. The navigation instructions and buttons at the bottom are the same as in Figure 115.

Figure. 116 Deleted Message



You may delete all messages only when viewing the Messages list from Idle or with held calls.

► *To delete all messages:*

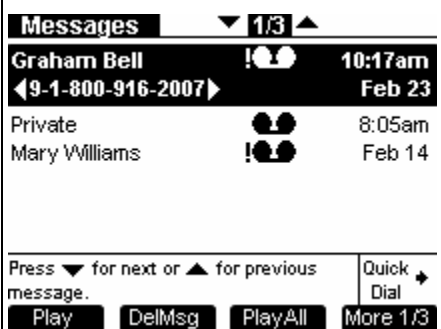
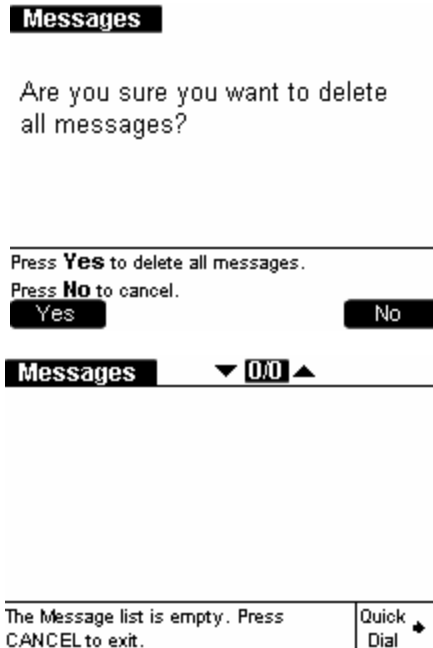


Figure. 117 Messages List



Figure. 118 Delete All Message

1. Press **MESSAGES**. to view the available message list shown in Figure 117.
2. Press **More 1/3** and observe that the menu shown in Figure 118 displays.
3. Press **DelAll** and observe that the confirmation splash screen displays.
4. Press **Yes** and observe that the Messages screen displays with the message counter at **0/0** messages and no programmed operation keys available.



Clear Message Flags

You can add a new message flag or delete all flags from the Message list. Messages are automatically flagged with an exclamation point to indicate that the message has not been played.

▶ To perform clear message flags:

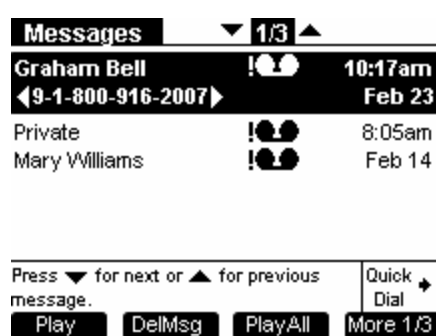


Figure. 119 Message List

1. Press **MESSAGES** to view the available message list shown in Figure 119
2. Press **More 1/3** and observe that the menu shown in Figure 121 displays.
3. Press **ClerNew** and observe that the Message List displays without exclamation points, as shown in Figure 121.



Figure. 120 Message List

▶ To restore a message flag:

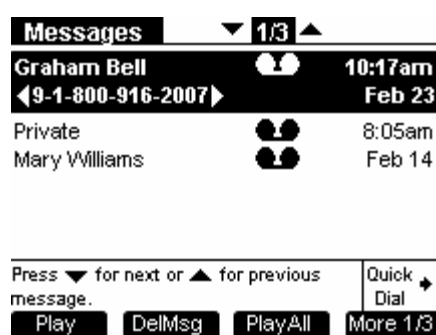


Figure. 121 Message List

1. Press **More 1/3** then **More 2/3** and observe that the menu shown in Figure 122 displays.
2. Press the up or down **NAVIGATION** button to highlight the desired message.
3. Press **MrkNew** to flag the currently highlighted message only as new.

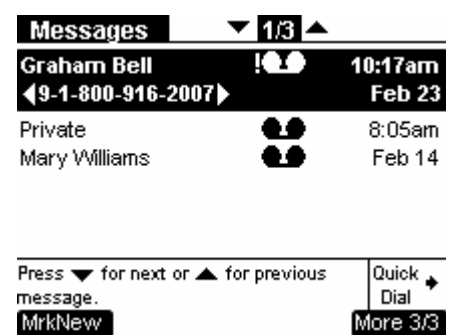


Figure. 122 Message List



Voicemail Remote Operations

Remote access allows you to listen to messages or change the recorded greeting. Following the voice prompts and press the appropriate dialing keys to navigate through the system. The voice prompts in a menu list will be repeated three times with a 5-second pause in-between each narration. If the voice prompt is narrated three times with no action, the voice will say "Goodbye" and the remote call will be disconnected.

Listening to the Time/Date stamp does not count as listening to the message. If you access the voicemail through remote access and skip to another message while the Time/Date stamp is playing, the message will still be considered as new.

▶ *To access voicemail remotely - enter password or record message:*

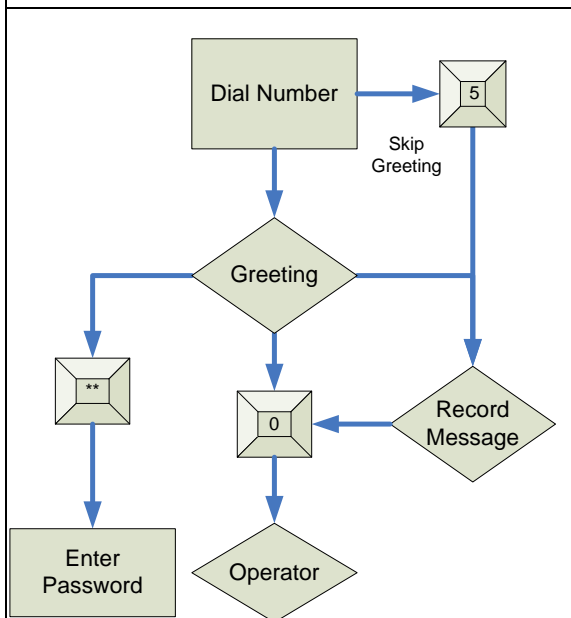


Figure. 123 Voicemail Flow 1

1. Dial the remote access number as illustrated in the flow diagram in Figure 123.
2. You have the following options:
 - a. Press **5** to skip the greeting and record a message.
 - b. Listen to the greeting.
3. At the end of the greeting you have the following options:
 - a. Press the asterisk twice (******) and enter your password.
 - b. Record a message.
 - c. Press **0** to access the operator.
 - d. Record a message and then press **0** to access the operator.
4. Enter the Main Menu after entering a valid password



► *To access voicemail remotely - listen to messages*

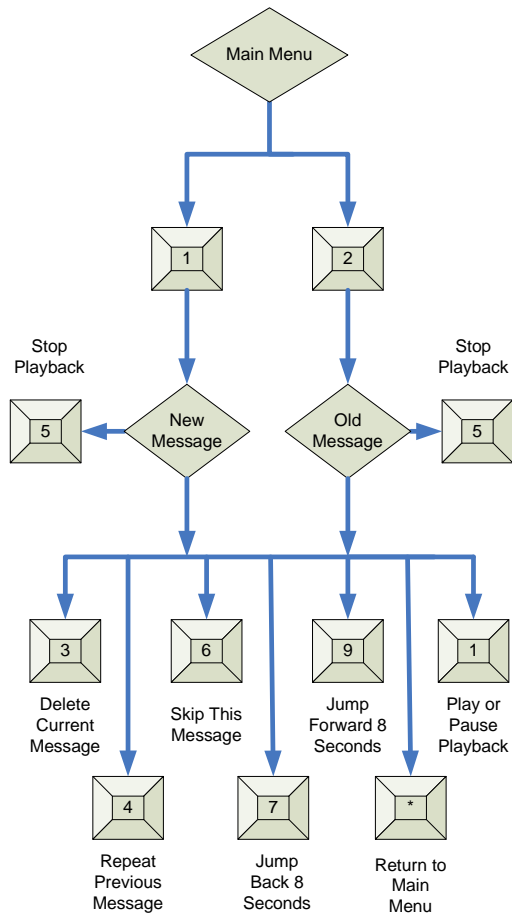


Figure. 124 Remote Voicemail - 2

1. After entering a valid password you can listen to old or new messages as illustrated in the flow diagram in Figure 124.
2. You have the following options:
 - a. Press **1** to listen to new messages.
 - b. Press **2** to listen to old messages.
3. Press **5** to stop the playback.in either new or old messages.
4. Select one of the following options:
 - a. Press **1** to play or pause playback.
 - b. Press **3** to delete the current message.
 - c. Press **4** to repeat the previous message.
 - d. Press **6** to skip this message.
 - e. Press **7** to jump back 8 seconds.
 - f. Press **9** to jump forward 8 seconds.
 - g. Press ***** to return to the Main Menu.



► *To access voicemail remotely: setup voicemail*

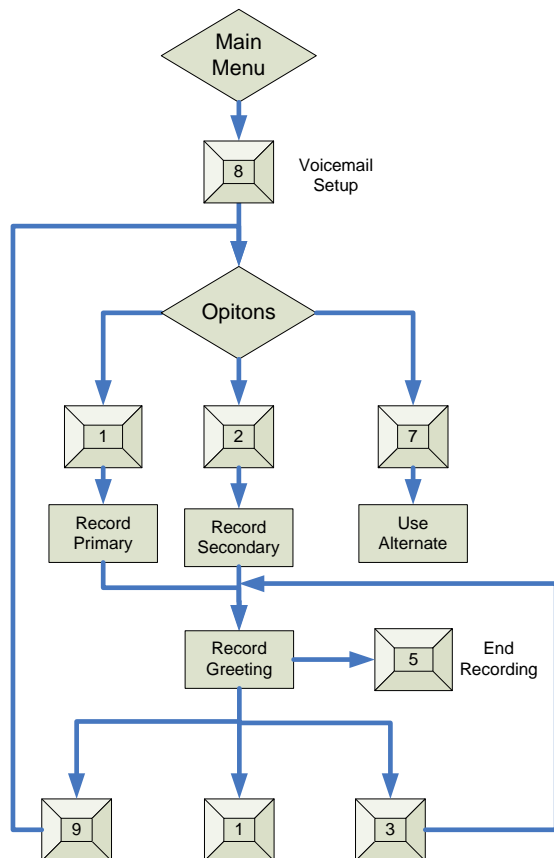
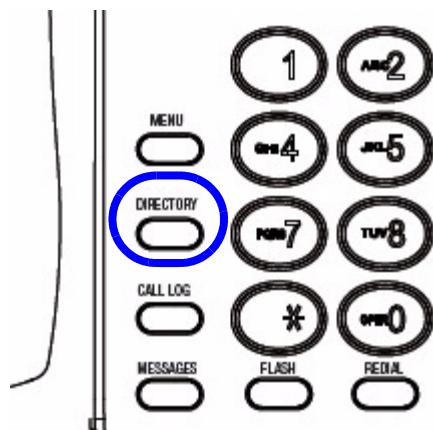


Figure. 125 Remote Voicemail - 3

1. After entering a valid password, press **8** to set up voice mail as illustrated in the flow diagram in Figure 125.
2. You have the following options:
 - a. Press **1** to record a primary greeting.
 - b. Press **2** to record a secondary greeting.
 - c. Press **3** to use the alternate greeting.
3. Begin recording after the tone.
4. Press **5** to end the recording.
5. Select one of the following options:
 - a. Press **1** to review the recording.
 - b. Press **3** to re-record the greeting.
 - c. Press **9** to accept the greeting.





Introduction

You can access the directory from Idle, Dial, Pre-Dial, with a call on Hold, and during an active call by pressing **DIRECTORY**. However, the delete, edit and create new entries features are only available when in Idle or if all calls are held. Here is an overview of the Directory list:

1. [“Using the Directory” on page 111](#)
2. [“Creating a New Directory Entry” on page 113](#)
3. [“Editing a Directory Entry” on page 114](#)
4. [“Deleting a Directory Entry” on page 115](#)
5. [“Directory Sort” on page 116](#)
6. [“Directory List” on page 117](#)



Using the Directory



Figure. 126 Directory Screen Description

Table 12 Directory Programmed keys

Key	Description	Key	Description	Key	Description	Key	Description
New	Creates a new entry.	Edit	Allows you to change previously entered information.	FirstName	Toggles First and Last name sort in Directory and Extension list.	More 1/2	Moves to next set of programmed operation keys.
		Delete	Performs a permanent deletion.	LastNme		More 2/2	
				List	Opens the sort options menu in Directory.		

- n The maximum number of directory entries is 200. (100 system-wide entries, 50 personal entries, and up to 50 extensions can be installed on the network.) Only a system administrator can edit System and Extension entries.



- n The highlight bar displays full name and number string. The Un-highlighted entries have a 22-character limit on both name and number fields
- n Oversized names or numbers will be truncated with ellipses.
- n The search function is available. Press any digit key (except for # and *) to index into the list according to default sort criteria. For example, pressing **G** will select the entry **Gail Jenkins** based on first name default sort criteria.
- n Pressing the up or down **NAVIGATION** key to cycle through Directory entries.
- n You can call the number listed in the highlighted entry.



Note If the directory is empty, only the **New** will be available.

List Scrolling Rules

These rules apply to all features with list modes, including Messages, Call Log, Redial, Directory, Extension list. This rule also applies to the list of options in the settings menu.

- n Every list is circular. If the highlight bar is on the first entry in a list, pressing the up **NAVIGATION** arrow will take the user to the last entry in the list.
- n If the highlight bar is on the last entry, pressing the down **NAVIGATION** arrow will take the user to the first entry in the list.
- n If the highlight bar is at the bottom of the screen, but not on the last entry), pressing the down **NAVIGATION** arrow moves the highlight bar to the next entry and the list items will scroll up by one entry.
- n If the highlight bar is at the top of the screen but not on the first entry, pressing the up **NAVIGATION** arrow will move the highlight bar to the previous entry and all list entries will scroll down by one entry (see example below).



Creating a New Directory Entry

► *To create a new directory entry:*

Directory ▼ 1/48 ▲

ABC Accountants Personal
9-503-555-0194

Amy Lee 203
Angela Martin 9-1-732-555-0118
Barry Crick 9-1-322-555-0127
Charlie Johnson 9-1-888-883-2445
David Carter 9-1-443-555-0125

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

New Edit LastNm More 1/2

Figure. 127 Directory List

Personal Entry

First Name: Graham
Last Name: Bell
Phone #: 9-800-916-2007

Use dial pad to enter numbers. Quick Dial

Save Backspc Pause

Figure. 128 Personal Entry

1. Press **DIRECTORY** to display the directory list shown in Figure 127.
2. Press **New** to display the **Personal Entry** screen shown in Figure 128.
3. You will go to Directory Edit mode with the blinking cursor positioned in the First Name field.
4. Fill in the First Name, Last Name and Number fields using the “Keypad Data Entry” on page 43. The Name text fields are limited to 20 characters each and the number field is limited to 32 digits.



Note If you have exceeded the maximum number of personal entries allowed, a **Maximum of 50 Personal entries reached** splash appears.

5. The user has the following options:
 - a. Press the left or right **NAVIGATION** key to move the cursor
 - b. Press the up or down **NAVIGATION** key to move to the previous or next field.
 - c. Press **BackSpc** to erase the character before the blinking cursor.
 - d. Press **Pause** to insert a two-second pause into the digit string. The pause will appear as a 'p' in the field and will be counted as a digit.
6. Press **Save** to return to the directory list shown in Figure 127.



Editing a Directory Entry

You may edit any Personal directory entries while viewing the Directory list.

▶ To edit a directory entry:

Directory ▼ **13/48** ▲

Graham Bell **Personal**
800-916-2007

Heather Phillips 9-1-120-555-0139
Ian Stevens 9-1-987-555-0147
John Lee 9-212-555-0142
John Smith 249
Karl Anders 604

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

New **Edit** **LastName** **More 1/2**

Figure. 129 Personal Directory

Personal Entry

First Name: Graham

Last Name: Bell

Phone #: 9-800-916-2007

Use dial pad to enter letters. Quick Dial

Save **Backspc**

Figure. 130 Edit Directory

1. Press **DIRECTORY** to display the directory list shown in Figure 129.
2. Press the up or down **NAVIGATION** key to highlight a **Personal** entry.
3. Press **Edit** and observe that the screen shown in Figure 130.



Note The **Edit** key will not be available when a System or Extension entry is highlighted in the Directory list.

4. Fill in the First Name, Last Name and Number fields using the “Keypad Data Entry” on page 43. The Name text fields are limited to 20 characters each and the number field is limited to 32 digits.
5. The user has the following options:
 - a. Press the left or right **NAVIGATION** key to move the cursor
 - b. Press the up or down **NAVIGATION** key to move to the previous or next field.
 - c. Press **BackSpc** to erase the character before the blinking cursor.
 - d. Press **Pause** to insert a two-second pause into the digit string. The pause will appear as a 'p' in the field and will be counted as a digit.
6. Press **Save** to return to the directory list shown in Figure 127 on page 113.



Deleting a Directory Entry

You may delete any one of their Personal directory entries while viewing the Directory list.

▶ To delete a directory entry:

Directory ▼ **1/88** ▲

Air Industries Inc. **Personal**
9-604-232-2323

Chris Donnelly	9-1-323-435-1231
Derek Gregory Cell	9-250-234-5532
Gail Jenkins	9-1-87-432-4324...
Heavy industries Inc.	9-1-800-994-9999
Ian Delaria	9-604-732-5431

Press dial pad keys 1-9 for quick searching.

New **Edit** **LastName** **More 1/2** **Quick Dial** ▶

Figure. 131 Directory List

Directory ▼ **1/48** ▲

ABC Accountants **Personal**
9-503-555-0194

Angela Martin	9-1-732-555-0118
Charlie Johnson	9-1-888-883-2445
David Carter	9-1-443-555-0125
Davis Caterer	9-1-317-555-0129
Dr. Appleton	9-1-212-555-0154

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

Delete **List** **More 2/2** **Quick Dial** ▶

Figure. 132 Delete Entry

1. Press **DIRECTORY** to display the directory list shown in Figure 131.
2. Press the up or down **NAVIGATION** key to highlight a **Personal** entry.



Note The **Delete** key will not be available when a System or Extension entry is highlighted in the Directory list.

3. Press **More 1/2** to display the screen shown in Figure 132
4. Press **Delete** and observe that the confirmation splash appears.
5. Press **Yes** to confirm the deletion.

Directory

Are you sure you want to delete this entry?

Press **Yes** to delete or **No** to cancel.

Yes

No



Directory Sort

This function is available in both Idle and Active modes. There are two ways you can sort Directory entries, with the First Name/Last Name toggle or through selecting a specific Directory list.

▶ First Name/Last Name toggle

Directory ▼ 1/48 ▲

ABC Accountants Personal
9-503-555-0194

Amy Lee	203
Angela Martin	9-1-732-555-0118
Barry Crick	9-1-322-555-0127
Charlie Johnson	9-1-888-883-2445
David Carter	9-1-443-555-0125

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

New Edit LastNme More 1/2

Figure. 133 Directory List

Directory ▼ 1/48 ▲

Accountants, ABC Personal
9-503-555-0194

Anders, Karl	604
Anderson, Lily	9-1-706-555-0132
Appleton, Dr.	9-1-212-555-0154
Aston, Zack	247
Bell, Graham	9-800-916-2007

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

New Edit FirstNme More 1/2

Figure. 134 Last Name Sort

1. Press **DIRECTORY** to display the directory list shown in Figure 133.
2. Press the up or down **NAVIGATION** key to highlight a **Personal** entry
3. Press **LastNme** and observe that the screen shown in Figure 134 displays.
4. Press **FirstNme** and observe that the screen shown in Figure 133 returns.



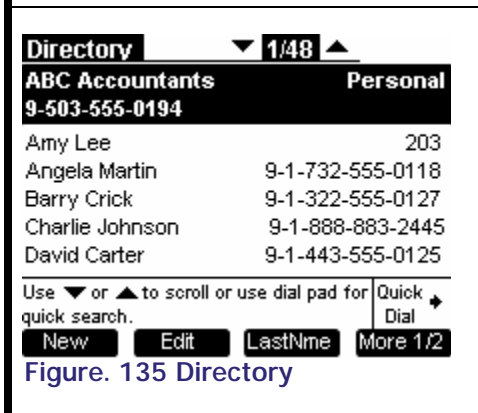
Note If the list is currently sorted by first name, **LastNme** displays. If the user presses **LastNme**, the list will be sorted by last name and **FirstNme** displays.



Directory List

This function is available in both Idle and Active modes. The user can choose to list all entries, or only personal entries, system entries, or extensions. To view possible list options, the user must follow this procedure while viewing the Directory list:

▶ To create a new directory entry:



Directory ▼ 1/48 ▲

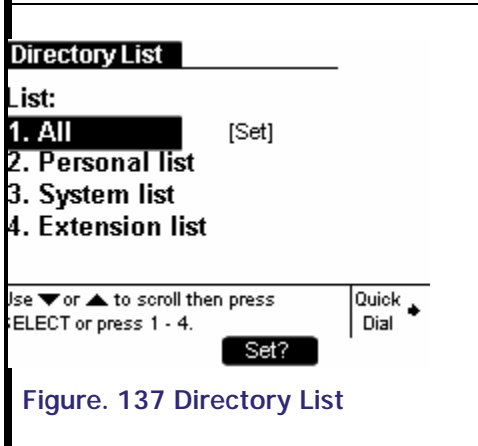
ABC Accountants Personal
9-503-555-0194

Amy Lee	203
Angela Martin	9-1-732-555-0118
Barry Crick	9-1-322-555-0127
Charlie Johnson	9-1-888-883-2445
David Carter	9-1-443-555-0125

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

New **Edit** **LastName** **More 1/2**

Figure. 135 Directory



Directory List

List:

1. All [Set]
2. Personal list
3. System list
4. Extension list

Use ▼ or ▲ to scroll then press SELECT or press 1 - 4. Quick Dial ↗

Set?

Figure. 137 Directory List

1. Press **DIRECTORY** to display the directory list shown in Figure 133.
2. Press the up or down **NAVIGATION** key to highlight a **Personal** entry
3. Press **More 1/2** to display the screen shown in Figure 137
4. Press **List** to display the screen shown Figure 137.
5. Press the up or down **NAVIGATION** key until desired list option is highlighted.
6. Press **SELECT** to view the directory list.
7. The system displays the first entry in the selected Directory list.



Directory ▼ 1/48 ▲

ABC Accountants Personal
9-503-555-0194

Angela Martin	9-1-732-555-0118
Charlie Johnson	9-1-888-883-2445
David Carter	9-1-443-555-0125
Davis Caterer	9-1-317-555-0129
Dr. Appleton	9-1-212-555-0154

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

Delete **List** **More 2/2**

Figure. 136 Directory List



Note If the list is currently sorted by first name, displays. If the user presses **LastName**, the list will be sorted by last name and **FirstName** displays.

You may also change the default list by pressing **Set?** when the desired default list option is highlighted in the menu. When a default option is selected, the Directory will always list entries according to the default criteria.



Non-alphabetical character sort rules

Special non-alphabetic characters can be entered in the directory name fields. If these characters are entered as the first character in the name field, the system will sort in the following ascending order shown from left to right:

Space	!	#	&	'	()	*	+	,	-	.	?	?	@
-------	---	---	---	---	---	---	---	---	---	---	---	---	---	---



CHAPTER 7 CALL LOG

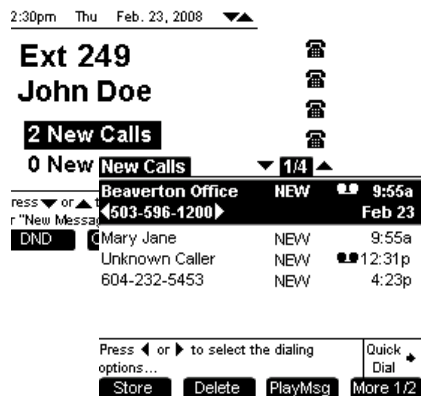


Introduction

The Call Log provides a record of the last 50 calls received, whether a messages was left or not. The newest entries replace the oldest. The log lists information based on the availability of Caller ID (CID) data.

1. [“Using the Call Log” on page 120](#)
2. [“Missed Call Notification” on page 122](#)
3. [“Reviewing the Call Log list:” on page 123](#)
4. [“Reviewing the Call Log list:” on page 123](#)
5. [“Storing Call Log Entries.” on page 125](#)

You can display the call log shown in Figure on page 120 by either pressing **CALL LOG** or highlighting **# New Calls** in the Idle screen and pressing **SELECT**.



Using the Call Log

The available programmed operation keys vary depending on whether the user is accessing this feature from Idle or Active mode. Storing, Deleting, and playback are not available in Active mode. If the Call Log is empty, no programmed operation keys will be available.

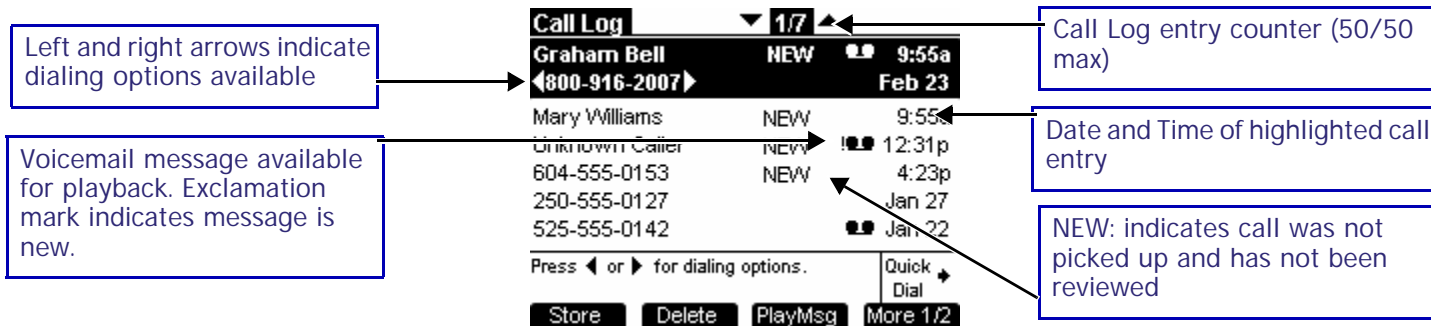


Figure. 138 Call Log Functions

Table 13 Call Log Programmed Keys

Key	Description	Key	Description	Key	Description	Key	Description
Store	Stores number in local directory.	Delete	Performs a permanent deletion.	PlayMsg	Plays message.	More 1/2	Moves to next set of programmed operation keys.
Details	Shows you more details for a particular entry.	DelAll	Performs deletion of multiple records.	ClerNew	Clears all new messages.	More 2/2	

- n The voicemail message icon appears in call entries where the caller left a message. Playing the message will not remove the icon from the Call Log entry, but deleting the message will.
- n Un-highlighted entries display the time for calls received after 12:00am on the current day. Call received before 12:00am on the current day will display the date.



The highlighted Call Log entry displays both the name and number fields from the available CID information as well as both the time and date of the call. You may call the number listed in the highlighted entry. The name is shown by default, if it is not available, the number is shown. If neither are available the system supplies an appropriate CID label.

	<i>Out of Area or Unavailable</i>	<i>Private</i>
Number Field	UNKNOWN NUMBER	PRIVATE NUMBER
Name Field	UNKNOWN NAME	PRIVATE NAME
Both	UNKNOWN CALLER	PRIVATE CALLER



Note The data sent is limited to 21 characters on the Name field and 24 characters on the number field. Oversized fields will be truncated with ellipses. The display field in the Call Log accommodates up to 24 characters.

List Scrolling Rules

These rules apply to all features with list modes, including Messages, Call Log, Redial, Directory, Extension list. This rule also applies to the list of options in the settings menu.

- Every list is circular. In other words, if the highlight bar is on the first entry in a list, pressing the up **NAVIGATION** arrow will take the user to the last entry in the list. Conversely, if the highlight bar is on the last entry, pressing the down **NAVIGATION** arrow will take the user to the first entry in the list.
- The rule above also applies to details mode. When viewing an entry in details mode, the user can continuously cycle through the entries by using the up or down navigation key.
- If the highlight bar is at the bottom of the screen (but not on the last entry), pressing the down **NAVIGATION** arrow moves the highlight bar to the next entry and the list items will scroll up by one entry.
- If the highlight bar is at the top of the screen (but not on the first entry), pressing the up **NAVIGATION** arrow will move the highlight bar to the previous entry and all list entries will scroll down by one entry (see example below).
- Pressing the up or down **NAVIGATION** key cycles through Call Log entries, while pressing the left or right navigation key cycles through dialing options








Missed Call Notification

If an incoming call event occurs and the user takes no action, the new call will be recorded in the Call Log. A call is considered as new if it has not been reviewed yet.

▶ To view missed calls:

12:30pm Thu Feb. 23, 2008 ▼▲



Ext 249 
John Smith 
2 Missed Calls 
0 New Messages 


Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT Quick Dial 

DND **CallFwd** **Page** **More 1/2**

Figure. 139 Missed Calls

New Calls ▼ **1/4** ▲

Graham Bell	NEW		9:55a
800-916-2007			Feb 23
Mary Williams	NEW		9:55a
Unknown Caller	NEW		12:31p
604-555-0153	NEW		4:23p

Press ◀ or ▶ for dialing options. Quick Dial 

Store **Delete** **PlayMsg** **More 1/2**

Figure. 140 New Call Log

The system notifies you of any new calls on the Idle screen, as shown in Figure 139.

1. With **# Missed Calls** highlighted, press **SELECT** to display the New Calls screen shown in Figure 140.
2. In the New Calls list, a new call record will no longer be considered as new once you move the highlight bar to the next record. The only exception is when the user moves the highlight to the last record. In this case the last record will be considered as reviewed.
3. Once a new call is reviewed in the New Calls list or the Call Log, the call count will go down by one. If there are no new calls, the notification will display "0 New Calls".
4. Pressing SELECT when the notification is highlighted will take the user to the Call Log where new calls only are displayed (i.e. calls that have not been reviewed and are tagged as "NEW")



Reviewing the Call Log list:

▶ To review the Call Log list:

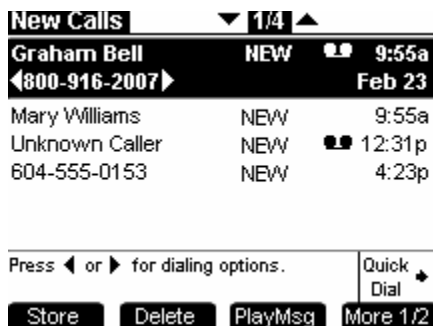


Figure. 141 Missed Calls

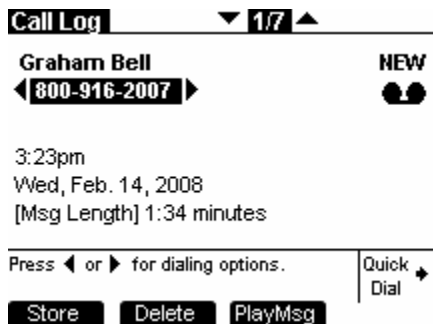


Figure. 143 Call Log Details

1. Press **CALL LOG** or highlighting # **New Calls** in the Idle screen (See Figure on page 122) and press **SELECT** to display the screen shown in Figure 141.
2. Press **More 1/2** to display the screen shown in Figure 142.
3. Press **Details** to display the call details screen shown in Figure 143 that contains the following information:

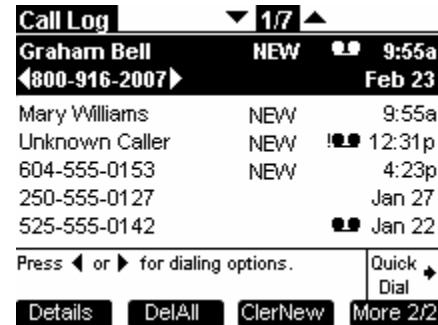



Figure. 142 Call Log List

- 1 The name and number of the caller (if available).
- 1 The **NEW** tag appears if this is the first time reviewing the Call Log entry.
- 1 The message icon  appears if the caller left a message.
- 1 The time and date of the call.
- 1 The **Msg Length** if the call was not answered, but the caller left a message.
- 1 The **Call Length** will be displayed if the call was answered.



Note **PlayMsg** only appears if the call information has an associated voicemail.

- 1 When viewing Call Log details, you can call the number listed, save the number in the directory, delete the entry, or play the associated voicemail message (if available).



Voicemail messages in Call Logs

If the caller listed in the Call Log left a voicemail message, you may play the message from the Call Log list or from Call Log Details. This will take you out of the Call Log and into the message playback feature.

▶ *Playing a voicemail message from Call Log:*

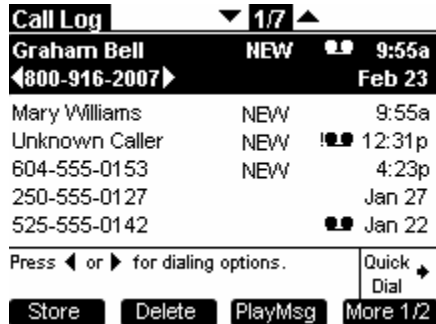


Figure. 144 Call Log Screen



Figure. 146 Message Detail

1. Press **CALL LOG** or highlight **# Missed Calls** and press **SELECT** to display the **Call Log** screen shown in Figure 144.
2. Press **PlayMsg** to display the User Password screen shown in Figure 145.
3. Use the keypad (See “Keypad Data Entry” on page 43) to enter the password and press **SELECT**.
4. Observe that the Messages screen shown in Figure 146 displays

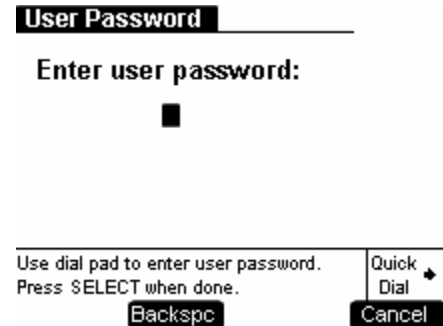


Figure. 145 User Password



Note **PlayMsg** only appears if the call information has an associated voicemail.

5. Press **Delete** to remove the icon from the Call Log entry.



Note Once the password has been entered, the user will not have to re-enter it if playing other messages in the Call Log. However, if the user exits Call Log or goes to another feature, password entry will be necessary next time the Messages feature is accessed.

6. When the message playback completes, the system returns you to the Call log.



Storing Call Log Entries.

► To store a Call Log entry in the local phone directory:

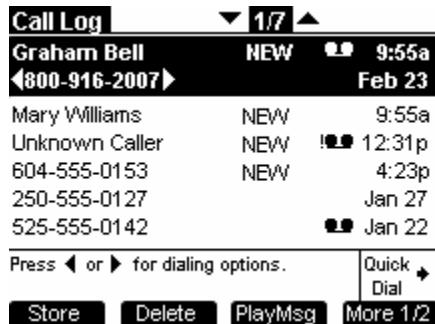


Figure. 147 Call Log

1. Press **CALL LOG** or highlight# **Missed Calls** and press **SELECT** to display the **Call Log** screen shown in Figure 147.
2. Press **Store** to display the **Personal Entry** screen shown in Figure 148 in the Directory Edit mode
3. The **First Name** and **Number** fields are automatically populated with CID information.

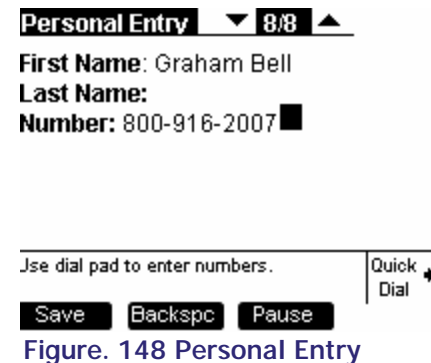


Figure. 148 Personal Entry



Figure. 149 Directory List

4. Use the keypad (See “Keypad Data Entry” on page 43) to enter the **Last Name** field.
5. Note that the system will not be checking for duplication in stored entries.
6. Press **Save** to return to the Directory list shown in Figure 149.



Deleting Call Log Entries

The user may delete a single Call Log entry, or all Call Log entries.

▶ To delete a single call log entry:

Call Log ▼ 1/7 ▲

Graham Bell NEW 9:55a
 ◀800-916-2007▶ Feb 23

Mary Williams NEW 9:55a
 Unknown Caller NEW 12:31p
 604-555-0153 NEW 4:23p
 250-555-0127 Jan 27
 525-555-0142 Jan 22

Press ◀ or ▶ for dialing options. Quick Dial

Store Delete PlayMsg More 1/2

Figure. 150 Call log

1. Press **CALL LOG** or highlight **# Missed Calls** and press **SELECT** to display the **Call Log** screen shown in Figure 150.
2. Press **Delete** and observe that the highlighted entry is removed from the list and the next entry appears as shown in Figure 151.

Call Log ▼ 1/6 ▲

Mary Williams NEW 9:55a
 ◀888-722-7702▶ Feb 23

Unknown Caller NEW 12:31p
 604-555-0153 NEW 4:23p
 250-555-0127 NEW Jan 27
 525-555-0142 Jan 22
 Robert Brown Jan 21

Press ◀ or ▶ for dialing options. Quick Dial

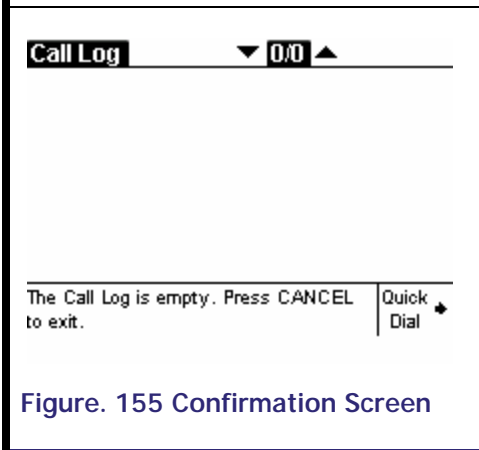
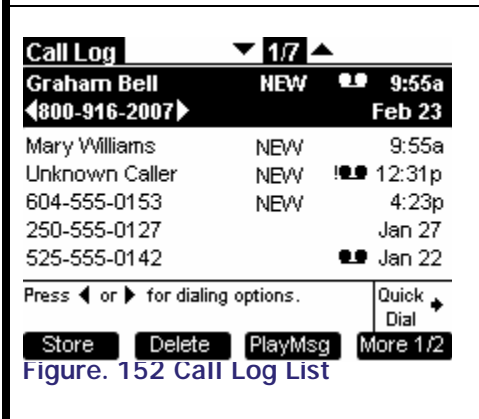
Store Delete PlayMsg More 1/2

Figure. 151 Deleted Entry



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

► *To delete all of the entries in the call log list:*



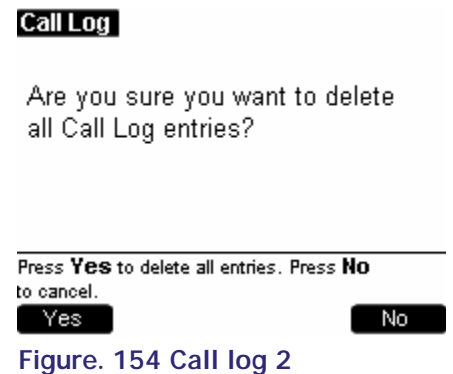
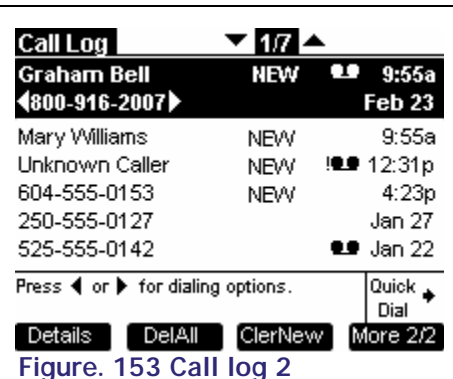
1. Press **CALL LOG** or highlight **# Missed Calls** and press **SELECT** to display the **Call Log** screen shown in Figure 152.

1. Press **More 1/2** to display the screen shown in Figure 153.

2. Press **DelAll** and observe that confirmation screen shown in Figure 155.

3. Press **Yes** to confirm the deletion

4. All entries will disappear and there will be no programmed operation keys available as shown in Figure 155.



CHAPTER

8

MAKING A CALL



12:30pm Thu Feb. 23, 2008

9- []

12:30pm Thu Feb. 23, 2008

9-604-232-2323 []

Dial a num

12:30pm Thu Feb. 23, 2008

9-604-232-2323 0:01

Dial a numb

Store

press something...

Transfer Conf Park More 1/2

The SB67030 Desk Set provides several methods for making a call. If you are in idle mode or have calls on hold, you can press a dialing key 1-9, then go off-hook. This is referred to as *Pre-dialing*. 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 make a call when viewing a list of numbers, such as the in Directory, Call Log, Redial, and Messages List.

1. [“Dialing Rules” on page 129](#)
2. [“The Idle Screen” on page 130](#)
3. [“Pre-Dialing” on page 131](#)
4. [“Live Dialing” on page 133](#)
5. [“Using the Extension List” on page 134](#)
6. [“Calling from the Directory” on page 137](#)
7. [“Calling from the Call Log ” on page 138/“Calling from Call Log Details” on page 139](#)
8. [“Calling from Voicemail” on page 140](#)
9. [“Using Quick Dial” on page 141](#)
10. [“Using the Redial List” on page 143](#)



Dialing Rules

The dialing rules determine when the system connects to the call destination. Once a rule applies, the system will determine that the digits are valid and dial them to the outside phone line. There are five types of calls that are identified by the dialing rules:

Table 14 Call Identified by Dialing Rules

Call Type	Dialing Rule	Description
1 External call (PSTN call)	9 [0,2-8] or 91[0,2-9] or 99[0,2-9] or 991[0,2-9]	<ul style="list-style-type: none"> n Any number starting with the external access code (9), EXCEPT 911 (see emergency call below). n Any additional digits dialed after the call type is determined will be passed to the gateway (i.e. - the dial plan will NOT wait for a full number to be dialed - it will only wait until it is determined that PSTN dialing is required). <p>For example, entering the digit 9 will not pass this digit to the PSTN gateway. However, entering 9-4 will prompt the system to pass the digit 4 to the gateway..</p>
2 Intercom call (extension number)	[2-7]xx	A 3-digit number with the 1st digit in the range 2-7. Makes a call to an extension in the local network.
3 Operator call	0	This is a special case of an intercom call, establishing a connection to the designated operator extension (e.g. 203) by simply dialing 0.
4 Parked call	1xx	This is a special case of the intercom call and is used to directly access parked calls - defined by a 3 digit number with a leading 1.
5 Emergency call	911 or 9911	Emergency services can be accessed either by dialing 911, or 9-911 (where the leading 9 is used to access an external line).



The Idle Screen

All SB67030 Desk Set call operation begins from the *Idle* screen shown in Figure 156. This screen is displayed when the Desk Set is first turned on or at the end of any operation such as completion of a call, or when the extension does not have any **Active** or **Held Calls**. "Liquid Crystal Display (LCD) Screen" on page 28 provides a complete description of the *Idle* screen operation. Customization functions can only be accessed from the *Idle* screen

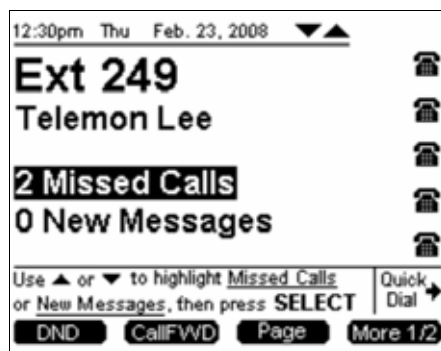


Table 15



Figure. 156 The SB67030 Desk Set Idle Screen

Table 16 Idle Screen Programmed Keys

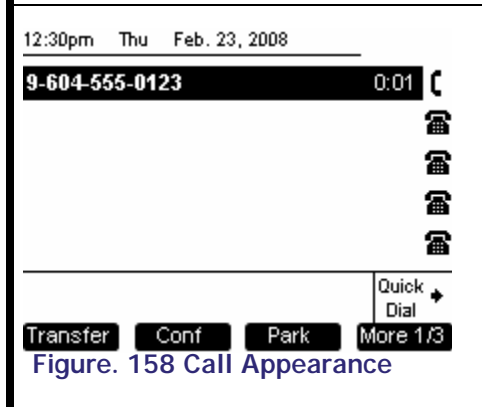
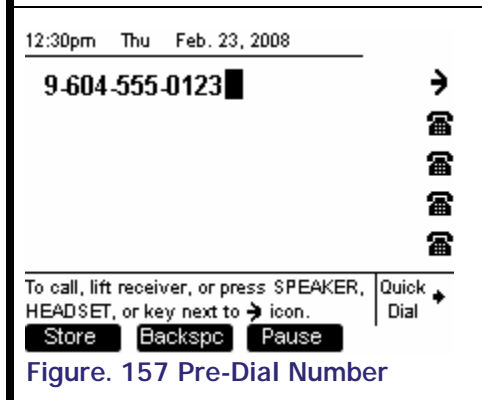
Key	Description	Key	Description	Key	Description	Key	Description
DND	Initiates Do Not Disturb.	CallFwd	Initiates Call Forward.	Page	Pages internal extensions.	More 1/2	Moves to next set of programmed operation keys.
ExtList	Goes to Extension List.	ParkList	Goes to Park List.			More 2/2	



Pre-Dialing

Pre-Dial is only available from Idle mode or in the call appearance state when all calls are on hold. In pre-dial mode, no dial tone is generated, but hyphenation rules apply. There can only be one instance of Pre-Dial within the available five Call Appearances.

► *To enter pre-dial mode, press any dial pad keys (1-9, #, *).*



1. Use the keypad (See "Keypad Data Entry" on page 43) to enter the phone number (For example: **604-555-0123**) as shown in Figure 157.
2. Lift the handset, press **SPEAKER**, **HEADSET**, or a Call Appearance associated with the Pre-dial string to go Off-Hook and Call as shown in Figure 158.
3. Press **Pause** to insert a two-second pause into the digit string.
4. Press **BackSpc** to delete the last digit entered. If all digits are deleted, the user will return to idle.
5. Press **Store** to store the number in the local directory.
6. Cancel Pre-Dial by answering an incoming call or switching modes away from the Call Appearance screen.



Note When the user is in Pre-dial mode or in the Dial state the highlight bar does not appear on the call appearance slot in these modes. The highlight is treated as a cursor. Once the call becomes active then the highlight bar will appear on the CA slot



Active Call Screen

The SB67030 Desk Set call appearance screen shown in Figure 159

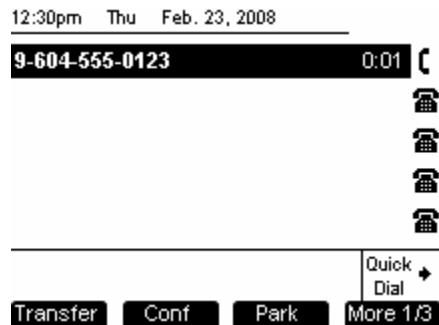


Table 17



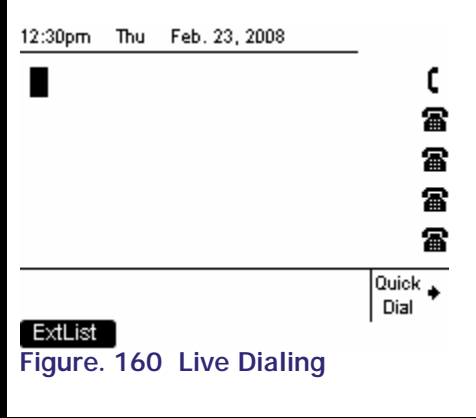
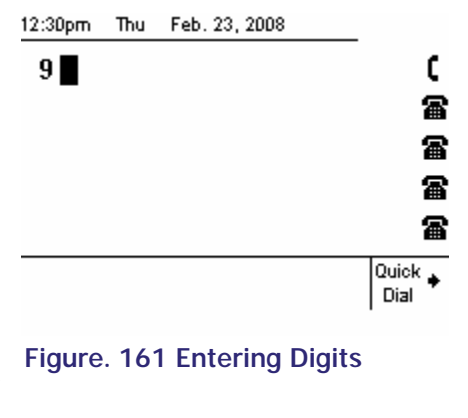
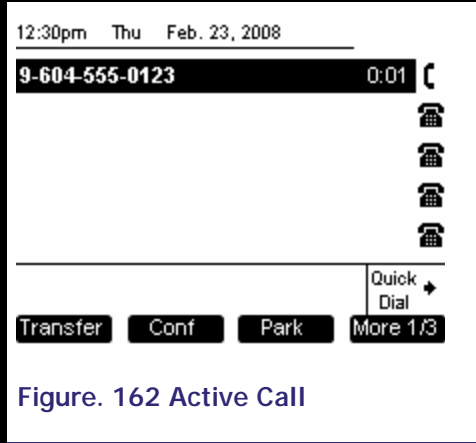
Figure. 159 The SB67030 Call Appearance Screen

Table 18 Call Appearance Programmed Keys

Key	Description	Key	Description	Key	Description	Key	Description
Transfer	Initiates transfer of a call.	Conf	Initiates a conference call.	Park	Parks call.	More 1/3	Moves to next set of programmed operation keys.
DND	Initiates Do Not Disturb.	CallFwd	Initiates Call Forward.			More 2/3	
		ParkList	Goes to Park List.			More 3/3	

Live Dialing

You can make a call at any time by choosing an off-hook method, then dialing a number.

▶ <i>To dial a live number:</i>		
 <p>Figure. 160 Live Dialing</p>	<ol style="list-style-type: none"> To go off-hook from Idle and display the screen shown in Figure 160, either <ol style="list-style-type: none"> Lift the Headset. Press SPEAKER, Press HEADSET (if both corded and cordless headsets are present, the corded headset will take control), or press an available Call Appearance key located on the right side of the display. 	 <p>Figure. 161 Entering Digits</p>
 <p>Figure. 162 Active Call</p>	<ol style="list-style-type: none"> You will go off-hook and hear a dial tone. Enter the digit 9 to dial an outside number (See <i>"Dialing Rules" on page 129</i>) as shown in Figure 161. After a digit is entered, ExtList will no longer be available. Enter the number you want to dial. No further key presses are necessary. The Active Call screen shown in Figure 162 displays. Wait for the number to dial and connect with the call recipient. Auto-hyphenation applies when you dial. 	



Using the Extension List

You may access the Extension list illustrated in Figure 163 from *Idle* or *Dial* mode. In addition, the Extension list is available in Transfer and Conference Setup modes. Here is an overview of the Extension list.

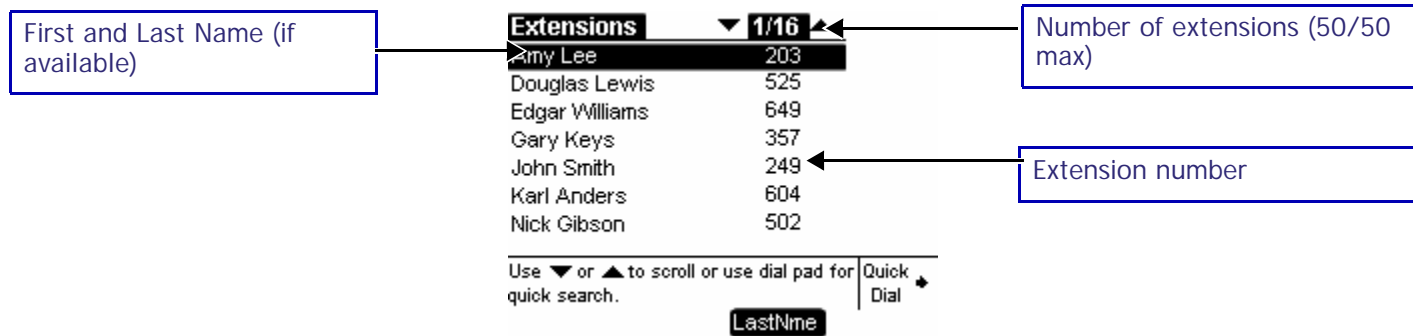


Figure. 163 Extension List Functions

Table 19 Extension List Programmed Key

Key	Description	Key	Description	Key	Description	Key	Description
		FirstNme	Toggles First and Last name sort in Directory and Extension list.	LastNme			

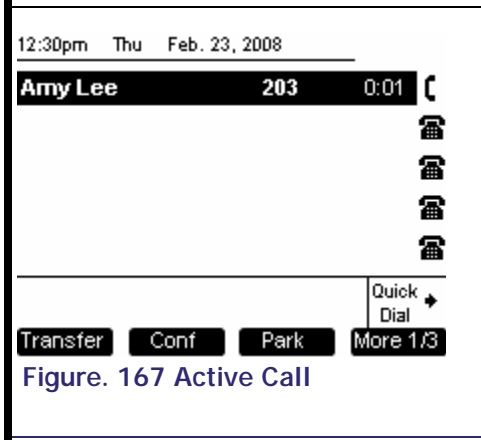
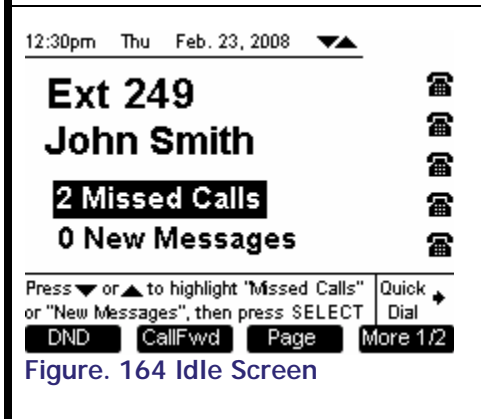
- n A maximum of 50 extensions can be added by the system administrator.
- n There is a 22-26 character limit on the name field. Oversized entries will be truncated with ellipses.
- n When reviewing the Extension list, you may call the highlighted extension.
- n Pressing the up or down navigation key cycles through Extension list entries.
- n The Keypad Data Entry quick search function is available when viewing the Extension list.



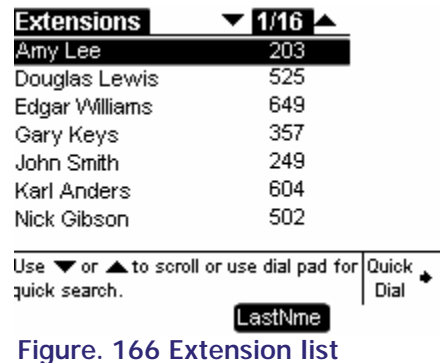
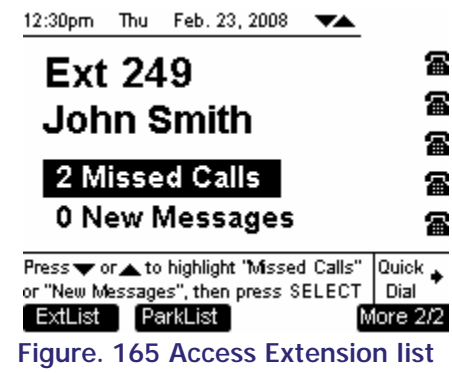
Calling an Extension in Idle Mode

The user may make a call to an internal extension in *Idle* mode by accessing the extension list or entering the extension number.

► *To make a call to an internal extension from Idle mode:*



1. From the Idle screen shown in Figure 164 press **More 1/2**.
2. Observe that the Idle screen shown in Figure 165 displays.
3. Press **ExtList** to display the screen shown in Figure 167.
4. Press the up or down **NAVIGATION** key to cycle through extension list entries.
5. Press **SELECT**, **SPEAKER**, or **HEADSET** to dial the number.
6. Observe that the number is dialed and the Active Call screen shown in Figure 167 displays.



Calling an Extension from Dial

► *To call an extension from Dial mode:*

12:30pm Thu Feb. 23, 2008 ▼▲

Ext 249
John Smith

2 Missed Calls
0 New Messages

Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT Quick Dial →

DND CallFwd Page More 1/2

Figure. 168 Idle Screen

Extensions ▼ **1/16** ▲

Amy Lee	203
Douglas Lewis	525
Edgar Williams	649
Gary Keys	357
John Smith	249
Karl Anders	604
Nick Gibson	502

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

LastNm

Figure. 170

1. From the Idle screen shown in Figure 168 press **SPEAKER, HEADSET** an available Call Appearance, or lift the Handset to go Off Hook.
2. Observe that the Dial Mode screen shown in Figure 169 displays.
3. Press **ExtList** to display the screen shown in Figure 167.
4. Press the up or down **NAVIGATION** key to cycle through Extension list entries.
5. Press **SELECT** to call the extension.

12:30pm Thu Feb. 23, 2008

ExtList

Quick Dial →

Figure. 169 Dial Mode



Note **ExtList** will not be available once a digit has been entered.



Note If the list is currently sorted by first name, **LastNm** displays. If the user presses **LastNm**, the list will be sorted by last name and **FirstNm** displays.



Calling from the Directory

You may access the local directory and call a number in most modes.

▶ To place a call from a directory entry:

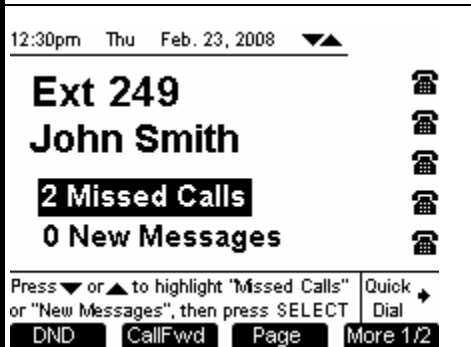


Figure. 171

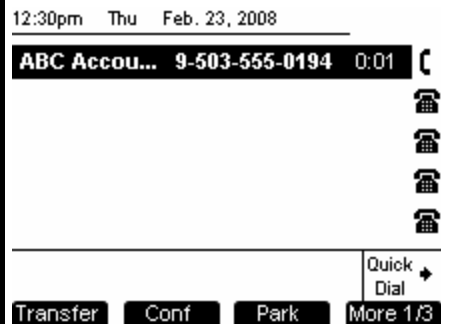


Figure. 173 Active Call

1. With the Idle screen shown in Figure 171 displayed, press **DIRECTORY**.
2. Observe that the Directory screen shown in Figure 172 displays.
3. Press the up or down **NAVIGATION** key to highlight an entry.
4. Press **SELECT**, **SPEAKER**, or **HEADSET** to dial the number.
5. Observe that the number is dialed and the Active Call screen shown in Figure 173 displays.

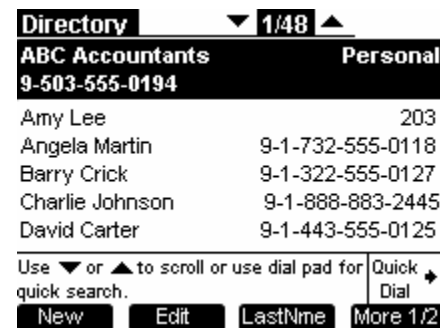


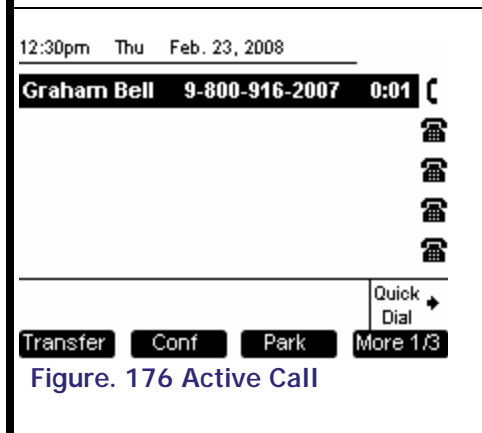
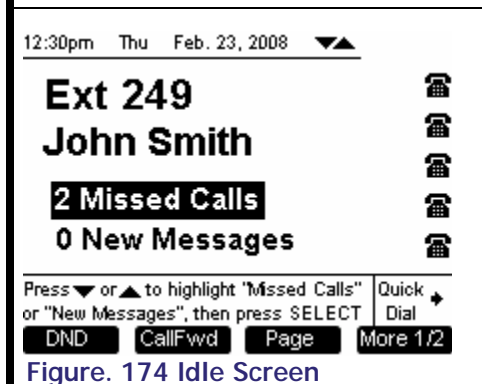
Figure. 172 Directory Screen



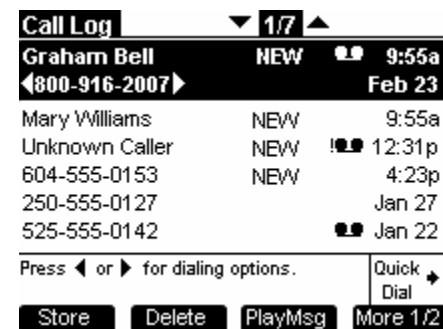
Calling from the Call Log

The Call Log stores the numbers of incoming calls if CID is available. The user may access the Call Log from most modes.

▶ To place a call from the call log



1. Press **CALL LOG** in Idle mode shown in Figure 174 or highlight **# Missed Calls** and press **SELECT**.
2. Observe that the Directory screen shown in Figure 175 displays.
3. Press the up or down **NAVIGATION** key to cycle through Call Log entries.
4. Press the left or right **NAVIGATION** key to scroll through dialing options for the entry. For details on dialing options, see ["Using the Call Log" on page 120](#).
5. Press **SELECT**, **SPEAKER**, or **HEADSET** to dial the number.
6. Observe that the number is dialed and the Active Call screen shown in Figure 176 displays.



Calling from Call Log Details

► To access Call Log details from the Call Log list:

Call Log ▾ 1/7 ▲

Graham Bell NEW 9:55a
 ◀800-916-2007▶ Feb 23

Mary Williams NEW 9:55a
 Unknown Caller NEW ! 12:31p
 604-555-0153 NEW 4:23p
 250-555-0127 Jan 27
 525-555-0142 Jan 22

Press ◀ or ▶ for dialing options. Quick Dial

Store Delete PlayMsg More 1/2

Figure. 177 Call log List

12:30pm Thu Feb. 23, 2008

Graham Bell 9-800-916-2007 0:01

Transfer Conf Park More 1/3

Figure. 180 Active Call

1. Press **CALL LOG** in Idle mode, or highlight # **Missed Calls** and press **SELECT** to display the screen shown in Figure 177.
2. Press **More 1/2** to display the Call Log screen shown in Figure 178.
3. Press **Details** to display the Call Log Details screen shown in Figure 180.
4. Press the left or right **NAVIGATION** key to scroll through dialing options. For details on dialing options, see ["Using the Call Log" on page 120](#).
5. Press **SELECT, SPEAKER, HEADSET**, or lift the Handset to dial the number.
6. Observe that the number is dialed and the **Active Call** screen shown in Figure 180 displays.

Call Log ▾ 1/7 ▲

Graham Bell NEW 9:55a
 ◀800-916-2007▶ Feb 23

Mary Williams NEW 9:55a
 Unknown Caller NEW ! 12:31p
 604-555-0153 NEW 4:23p
 250-555-0127 Jan 27
 525-555-0142 Jan 22

Press ◀ or ▶ for dialing options. Quick Dial

Details DelAll ClerNew More 2/2

Figure. 178 Call Log 2

Call Log ▾ 1/7 ▲

Graham Bell NEW
 ◀800-916-2007▶

3:23pm
 Wed, Feb. 14, 2008
 [Msg Length] 1:34 minutes

Press ◀ or ▶ for dialing options. Quick Dial

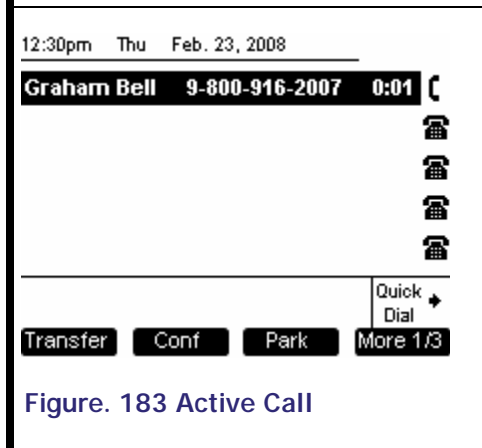
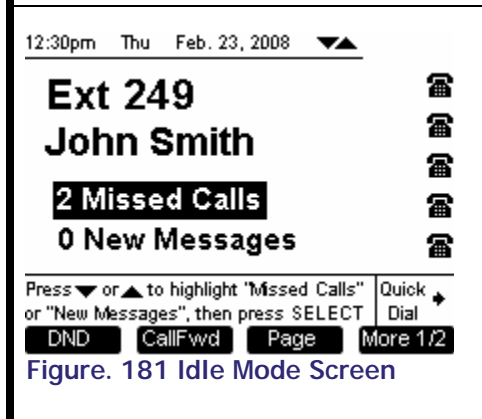
Store Delete PlayMsg

Figure. 179 Call Details



Calling from Voicemail

▶ To make a call from voicemail:



1. With the Idle screen shown in Figure 181 displayed, press **MESSAGES**.

OR

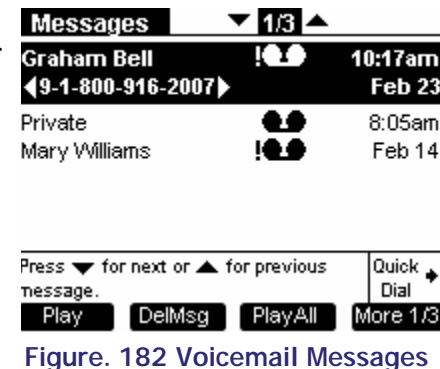
Highlighted # **New Messages** and press **SELECT**.

2. Observe that the **Messages** screen shown in Figure 182 displays.

3. Press the up or down **NAVIGATION** key to cycle through Call Log entries.

4. Press **SELECT**, **SPEAKER**, **HEADSET** or lift the handset to dial the entry.


5. Observe that the number is dialed and the **Active Call** screen shown in Figure 180 displays.




Note that a "9" will be automatically prefixed to the digit string before the number is dialed out.



Using Quick Dial

The  feature provides up to six entries for frequently called numbers. You must use the WbUI User Interface (See “Editing Quick Dial Entries” on page 49) to create **Quick Dial**. The **Quick Dial** feature is available in all modes. Quick Dial entries do not correspond to Call Appearances so pressing a Quick Dial entry in the CA3 spot will not reserve an off-hook line on CA3. Rather, a line is reserved on the first available Call Appearance for the call.

The Quick Dial application behaves like an interaction screen in that other splash or interaction screens may overlay Quick Dial. If an Incoming Ring event occurs while in Quick Dial and the underlying appearance is Idle, you will remain in Quick Dial, but the underlying appearance changes to Call Appearance mode.

- n Pressing the  accesses the Quick Dial entries.
- n When Quick Dial is activated, it takes control of all Call Appearance soft keys.
 - 1 This includes any flashing CA LEDs that were associated with a Held or Incoming Call before Quick Dial was activated. When Quick Dial is terminated, control will return to the underlying application and any flashing LED behavior associated with that application will be restored.
- n Pressing a Quick Dial entry from:
 - 1 *Idle* will call that entry.
 - 1 *Pre-dial*, pressing Quick will append then dial out the *Pre-dial* string. If you enter **9-011** and then press a Quick Dial entry, **9-011** appears at the beginning of the Quick Dial digit string being dialed.
- n The CA LED will not flash while in Quick Dial mode, but a ringtone will be heard. Quick Dial maintains control of all programmed keys until it is terminated.
- n Quick Dial edit is only available through the WebUI.
- n The Quick Dial entries are not associated with the Directory database.

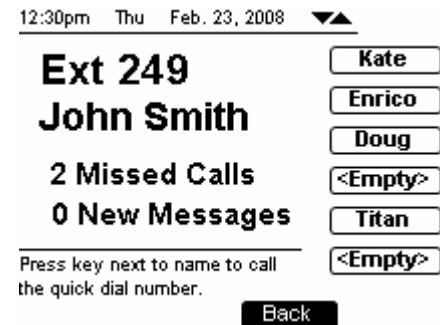


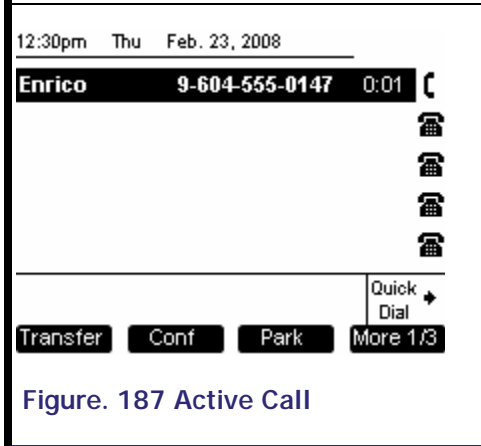
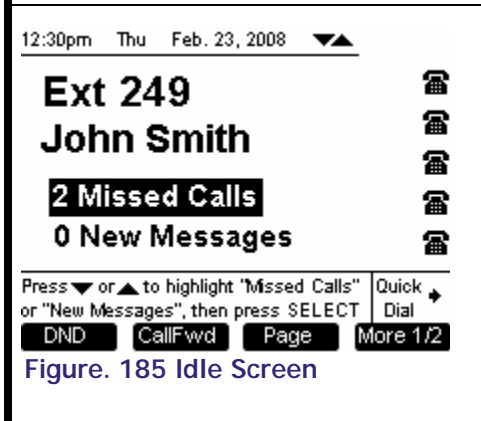
Figure. 184 Quick Dial Entries



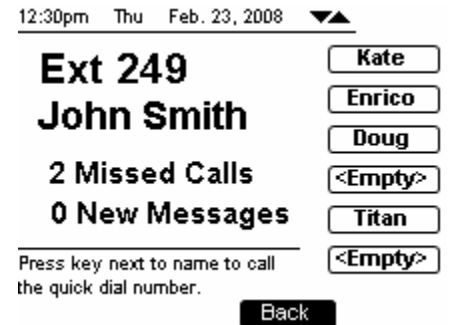
Calling from Quick Dial

The Quick Dial feature is available in almost all states except when there is an incoming ring.

▶ To Call from Quick Dial:



1. With the Idle screen shown in Figure 185, press **Quick Dial** to access the Quick Dial entries.
2. Observe that the **Quick Dial** screen shown in Figure 186 displays.
3. Press a **Quick Dial** CA 2 (Enrico) entry and observe that the number is dialed and the **Active Call** screen shown in Figure 186 appears.



Note The quick dial entries do not correspond to Call Appearances and are not associated with the directory entries. Pressing a quick dial entry in the CA3 spot will not reserve an off-hook line on CA3



Using the Redial List

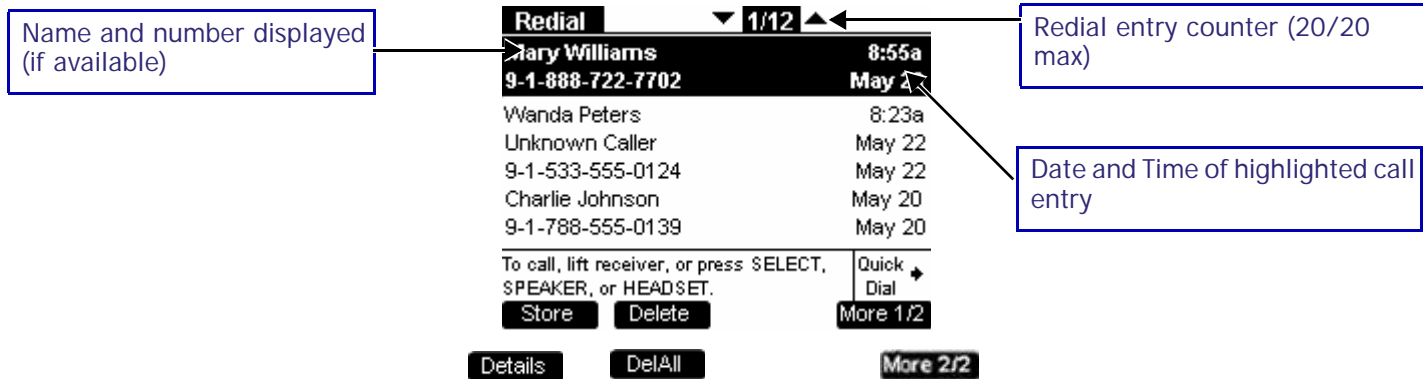


Figure. 188 Redial List Functions

Table 20 Redial List Programmed Key

Key	Description	Key	Description	Key	Description	Key	Description
Store	Stores number in local directory.	Delete	Performs a permanent deletion.	More 2/2	Moves to next set of programmed operation keys.	More 1/2	
Details	Shows you more details for a particular entry.	DelAll	Performs deletion of multiple records.				



Here is an overview of the Redial list feature set

► *To review the Redial list:*

Redial		▼ 1/12 ▲
Mary Williams	8:55a	
9-1-888-722-7702	May 23	
Wanda Peters	8:23a	
Unknown Caller	May 22	
9-1-533-555-0124	May 22	
Charlie Johnson	May 20	
9-1-788-555-0139	May 20	
To call, lift receiver, or press SELECT, SPEAKER, or HEADSET.		Quick Dial →
Store	Delete	More 1/2

Figure. 189 Redial List

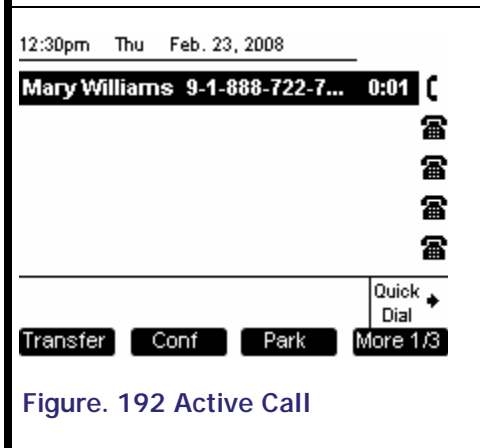
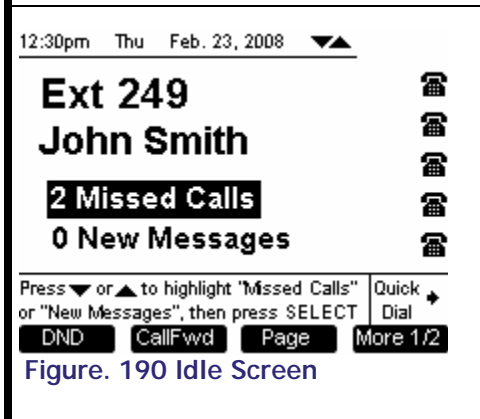
1. Press the **REDIAL** and observe that the screen shown in Figure 189 displays.
 - 1 There is a 22-26 character limit on the name field and a 24-character limit on the number display field. Oversized entries will be truncated with ellipses.
 - 1 If the call was made before 12:00am on the current day, then the date of call only will be displayed. This rule applies for all un-highlighted entries.
 - 1 If the call was made after 12:00am on the current day, then the time of call only will be displayed. This rule applies for all un-highlighted entries.
 - 1 The highlighted Redial entry displays both name field and number field as well as both the time and date of the call.
 - 1 Un-highlighted entries in the list display either name or number field only and time or date only.
 - 1 A name field will be displayed for any numbers that have an associated name such as numbers that were called from Call Log with CID or complete Directory entries.
 - 1 Numbers that were dialed directly by the user will not display a name field.
 - 1 The programmed keys available when viewing the Redial list will vary depending on whether the user is accessing this feature from *Idle* or Active mode. Storing or deleting is not available in Active mode. In addition, if the Redial list is empty, no soft keys will be available.
 - 1 When reviewing Redial entries, you can call the number listed in the highlighted entry.
 - 1 The Keypad Data Entry quick search function is not available in Redial



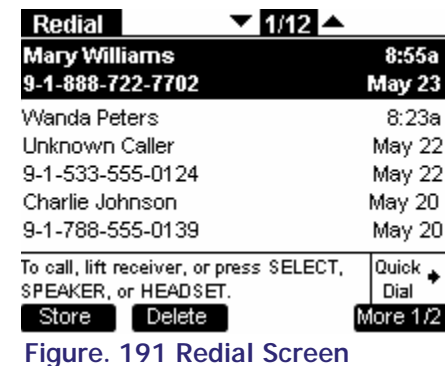
Calling from Redial

Any digits or numbers that were dialed are recorded in the Redial list. You may make a call from a number in the Redial list.

► To call from the redial list:



1. Press **REDIAL** in the Idle screen shown in Figure 190 to display the Redial screen shown in Figure 191
2. Press the up or down **NAVIGATION** key to cycle through redial entries.
3. Press **SELECT, SPEAKER, HEADSET,** or lift the Handset to dial the number.
4. Observe that the number is dialed and the Active Call screen shown in Figure 192 displays.



Calling from Redial Details

You can view the name and number of the caller (if available) as well as the time and date of the call. The duration of the last outbound call to the listed phone number will also be displayed.

► To call from the redial details screen:

Redial ▼ 1/12 ▲

Mary Williams 8:55a
9-1-888-722-7702 May 23

Wanda Peters 8:23a
Unknown Caller May 22
9-1-533-555-0124 May 22
Charlie Johnson May 20
9-1-788-555-0139 May 20

To call, lift receiver, or press SELECT, SPEAKER, or HEADSET. Quick Dial ▶

Store Delete More 1/2

Figure. 193 Redial List

12:30pm Thu Feb. 23, 2008

Mary Williams 9-1-888-722-7... 0:01

Transfer Conf Park More 1/3

To call, lift receiver, or press SELECT, SPEAKER, or HEADSET. Quick Dial ▶

Figure. 196 Active Call

1. Press **REDIAL** to display the Redial screen shown in Figure 193
2. Press **More 1/2** to display the Redial screen shown in Figure 194.
3. Press **Details** to display the Redial Details screen shown in Figure 195
4. Press the up or down **NAVIGATION** key to cycle through redial entries.
5. Press **SELECT, SPEAKER, HEADSET**, or lift the Handset to dial the number.
6. Observe that the number is dialed and the Active Call screen shown in Figure 196 displays.

Redial ▼ 1/12 ▲

Mary Williams 8:55a
9-1-888-722-7702 May 23

Wanda Peters 8:23a
Unknown Caller May 22
9-1-533-555-0124 May 22
Charlie Johnson May 20
9-1-788-555-0139 May 20

To call, lift receiver, or press SELECT, SPEAKER, or HEADSET. Quick Dial ▶

Details DelAll More 2/2

Figure. 194 Redial 2

Redial Details ▼ 1/12 ▲

Mary Williams
9-1-888-722-7702

[Time] 8:55am
[Date] Mon, May 23, 2008
[Call Duration] 5:13 minutes

To call, lift receiver, or press SELECT, SPEAKER, or HEADSET. Quick Dial ▶

Store Delete

Figure. 195 Redial Details



Storing Redial Entries

▶ *To store a redial entry:*

Redial ▼ 1/12 ▲

Mary Williams	8:55a
9-1-888-722-7702	May 23
Wanda Peters	8:23a
Unknown Caller	May 22
9-1-533-555-0124	May 22
Charlie Johnson	May 20
9-1-788-555-0139	May 20

To call, lift receiver, or press SELECT, SPEAKER, or HEADSET. Quick Dial

Store **Delete** **More 1/2**

[Figure. 197 Redial List](#)

Directory ▼ 22/48 ▲

Mary Williams	Personal
9-1-888-722-7702	
Matt Walters	9-1-808-555-0101
Meyers Storage	9-1-706-555-0167
Milford Taxi	9-1-604-555-0182
Nick Gibson	502
Nick Park	9-1-800-555-0149

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

New **Edit** **LastName** **More 1/2**

[Figure. 199 Directory List](#)

1. Press **REDIAL** to display the **Redial** screen shown in Figure 197
2. Press **Store** to display the **Personal Entry** screen shown in Figure 198.
3. You will go directly to Directory Edit mode.
 - a. The name (if available) will automatically populate the **First Name** field. The name could come from the CID in a Call Log entry, or from the user-entered name in the Directory, depending on the source of the dialed number.
 - b. You must fill in the **Last Name** field.
 - c. The number will automatically populate the **Number** field.
4. Press **Save** to display the **Directory** screen shown in Figure 199.

Personal Entry ▼ 8/8 ▲

First Name: Mary Williams
Last Name:
Number: 9-1-888-722-7702

Use dial pad to enter numbers. Quick Dial

Save **Backspc** **Pause**

[Figure. 198 Personal Entry Screen](#)





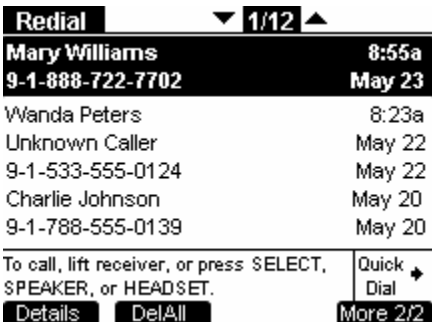

Note The system will not check for duplication in stored entries.



Deleting Redial Entries

You can delete a single Redial entry from the Redial list or from Redial Details or all Redial entries. If in the Redial list, ensure the entry you wish to delete is highlighted.

► To delete a single redial entry:

 <p>Redial ▼ 1/12 ▲</p> <p>Mary Williams 8:55a 9-1-888-722-7702 May 23</p> <p>Wanda Peters 8:23a Unknown Caller May 22 9-1-533-555-0124 May 22 Charlie Johnson May 20 9-1-788-555-0139 May 20</p> <p>To call, lift receiver, or press SELECT, SPEAKER, or HEADSET. Quick Dial</p> <p>Store Delete More 1/2</p> <p>Figure. 200 Redial List</p>	<ol style="list-style-type: none"> 1. Press REDIAL to display the Redial screen shown in Figure 200. 2. Press the up or down NAVIGATION key to highlight the desired redial entry. 3. Press Details to display the Redial Details screen shown in Figure 201. 	 <p>Redial ▼ 1/11 ▲</p> <p>Wanda Peters 8:23a 290 May 23</p> <p>Unknown Caller May 22 9-1-533-555-0124 May 22 Charlie Johnson May 20 9-1-788-555-0139 May 20 Amy Lee May 19</p> <p>To call, lift receiver, or press SELECT, SPEAKER, or HEADSET. Quick Dial</p> <p>Store Delete More 1/2</p> <p>Figure. 201 Deleted Entry</p>
 <p>Redial ▼ 1/12 ▲</p> <p>Mary Williams 8:55a 9-1-888-722-7702 May 23</p> <p>Wanda Peters 8:23a Unknown Caller May 22 9-1-533-555-0124 May 22 Charlie Johnson May 20 9-1-788-555-0139 May 20</p> <p>To call, lift receiver, or press SELECT, SPEAKER, or HEADSET. Quick Dial</p> <p>Details DelAll More 2/2</p> <p>Figure. 202 Redial List 2</p>	<ol style="list-style-type: none"> 1. Press REDIAL to display the Redial screen shown in Figure 200. 2. Press the up or down NAVIGATION key to highlight the desired redial entry. 3. Press More 1/2 to display the Redial screen shown in Figure 202. 4. Press DelAll to display the Redial prompt screen shown in Figure 203. 5. Press Yes to confirm deletion. 	 <p>Redial</p> <p>Are you sure you want to delete all Redial entries?</p> <p>Press Yes to delete all entries. Press No to cancel.</p> <p>Yes No</p> <p>Figure. 203 Deleted Entry</p>



CHAPTER
9

CALL MANAGEMENT

12:30pm Thu Feb. 23, 2008

9-1-503-333-3333 **Waiting to Join**

12:30pm Thu Feb. 23, 2008

9-1-503-333-3333 **Awaiting Transfer**

Connect to
Join? to
ExtLis

Connect with second call, then press
Xfer? to complete transfer.

12:30pm Thu Feb. 23, 2008

Matthew Lee 9-1-503-333-3333 1:53

Ben Linus 250-683-8925 0:32

Matt Waters 9-808-909-1001 0:18

12:30pm Thu Feb. 23, 2008

To retrieve
Appearan
Transfe

**You have 1 Parked Call in
Park List.**

Press ▼ or ▲ to highlight "Missed Calls"
or "New Messages"; then press SELECT

Quick
Dial

DND CallFwd Page More 1/2

Introduction

The SB67030 Deskset call management includes the following functions:

- n *"Call Management" on page 150*
- n *"Transferring a Call" on page 151*
- n *"Conference a Call" on page 160*
- n *"Call on Hold" on page 171*
- n *"Parking a Call" on page 173*
- n *"Retrieving A Parked Call" on page 174*
- n *"Paging" on page 175*



Call Management

The SB67030 Desk Set call management functions begin with the Active Call screen shown in Figure 204 and described in Table 21.

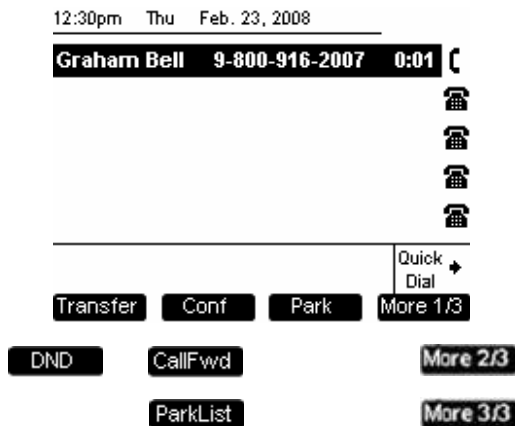


Figure. 204 The SB67030 Call Management Screen

Table 21 The SB67030 Call Management Screen Description

Key	Description	Key	Description	Key	Description	Key	Description
Transfer	Initiates transfer of a call.	Conf	Initiates a conference call.	Park	Parks call.	More 1/3	Moves to next set of programmed operation keys.
DND	Initiates Do Not Disturb.	CallFwd	Initiates Call Forward.			More 2/3	
		ParkList	Goes to Park List.			More 3/3	



Transferring a Call

The SB67030 Desk Set can transfer an active or a held call to an external call or an internal extension. An unsupervised transfer occurs if the user does not communicate with the transfer recipient. In this case, the call may be transferred while dialing out to the transfer recipient. The transfer recipient does not have to pick up the phone and talk to the user before receiving the transferred call. A supervised transfer occurs if the user communicates with the transfer recipient before completing the transfer.

Here are the rules that have been defined for a call transfer:

- n You may establish a held call as Call A by pressing **Transfer**, but cannot establish a held call as Call B (**Transfer** will be unavailable). To establish a held or a parked call as Call B, the call must be un-held or un-parked first. In other words, the user can only transfer to an active call in *Transfer Setup* mode.
- n Once *Transfer Setup* is established **Transfer** will disappear when you navigate to a held call.
- n During *Transfer Setup*, pressing **Conf** on a highlighted held call will cancel Transfer setup. Call A remains on hold.
- n During *Transfer Pending*, going off-hook:
 - 1 Accesses a new CA slot not associated with Call A or Call B
 - 1 Cancels *Transfer Pending*. Call A remains on hold and Call B is placed on hold.
 - 1 This rule includes answering an incoming call on a different CA.
- n Only one instance of Transfer in progress can exist.
- n *Transfer Setup* can be canceled by pressing the CANCEL key when Call A is highlighted. Call A remains on hold.
- n *Transfer Pending* can be canceled by pressing the CANCEL key when either Call A or B is highlighted. Call A remains on hold and Call B remains in the same state – the soft keys change to those available in the DIAL or ACTIVE state appropriately.

The following are transfer functions:

- n ["Transfer to an Internal Extension" on page 153](#)
- n ["Transfer to an External Number" on page 154](#)



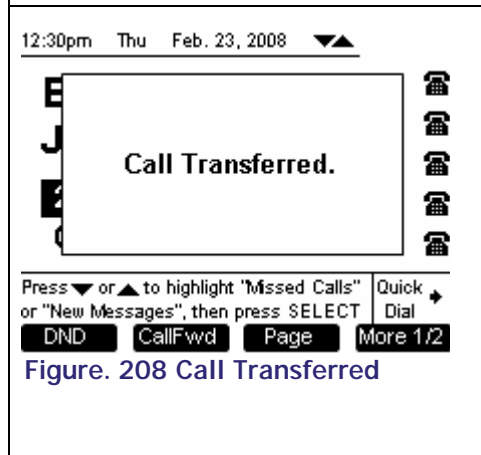
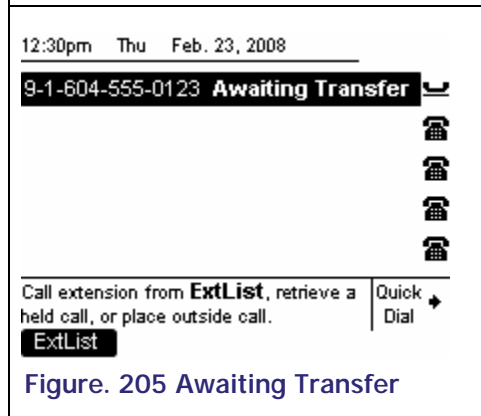
- n ["Transferring to Call Log" on page 155](#)
- n ["Transferring to Directory" on page 156](#)
- n ["Transferring to Redial List" on page 157](#)
- n ["Transferring to Held Calls" on page 158](#)
- n ["Transferring to Quick Dial" on page 159](#)



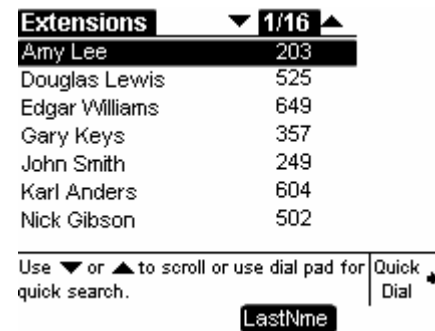
Transfer to an Internal Extension

The user may only transfer a call to an external number if this function has been enabled in Admin Settings.

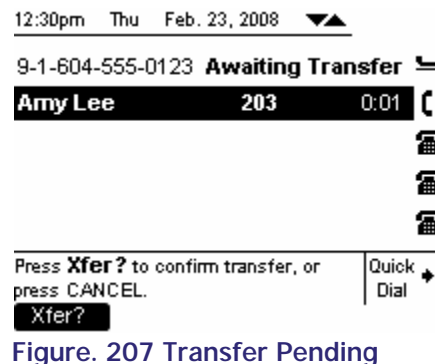
► To transfer a call to an external extension:



1. From the **Active Call** screen, press **Transfer**. The **Active Call** will be auto-held and you will go to Transfer Setup mode.
2. Press **ExtList** to display the list shown in Figure 206. This key will not be available after digits are entered.
3. Press the up or down **NAVIGATION** key to cycle through Extension list entries.



4. Press **SELECT, SPEAKER, HEADSET**, or lift the handset to call the extension.
5. Once the call to the extension has been established, you will go to transfer pending mode shown in Figure 207.
6. Press **Xfer?** to complete the transfer and display the **Call Transferred** splash screen shown in Figure 208 for 2 seconds.
7. When the transfer is complete you will return to *Idle*.



Transfer to an External Number

► *To transfer a call to an external number:*

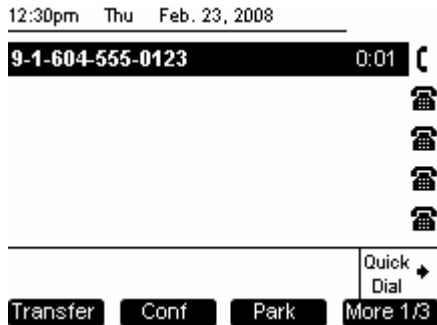


Figure. 209 Establish Call A

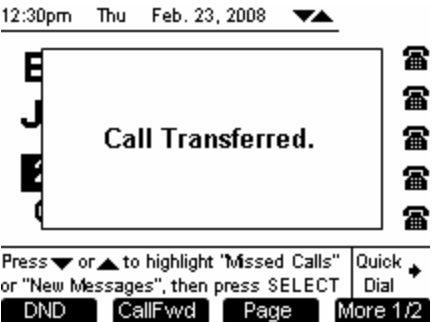


Figure. 212 Call Transferred

1. Establish Call A by lifting the headset and dialing the number as shown in Figure 209. Only active or held calls may be transferred.
2. Press **Transfer**. The **Active Call**, will be auto-held and you will go to Transfer Setup mode as shown in Figure 210.
3. Press Call appearance key 2 and dial Call B's number as shown in Figure 211.

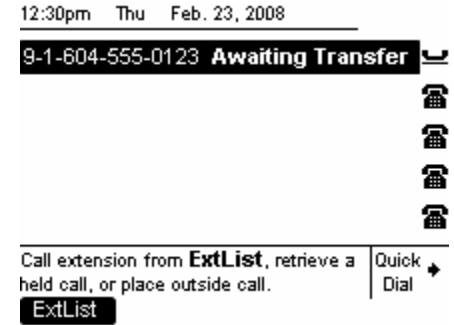



Figure. 210 Awaiting Transfer

 Note You may press **Xfer?** before Call B picks up (unsupervised transfer), or after Call B picks up (supervised transfer).

4. Press the **Xfer?** and display the **Call Transferred** splash screen shown in Figure 212 for 2 seconds.
5. If there are no other calls on hold you will return to *Idle*. If there are still calls on hold you will return to held Call Appearances.

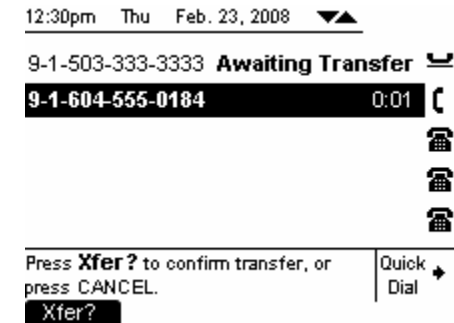


Figure. 211 Transfer Pending



Transferring to Call Log

► To transfer a call to a number in the Call Log:

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123 **Awaiting Transfer**



Call extension from **ExtList**, retrieve a held call, or place outside call.

Quick Dial

ExtList

Figure. 213 Awaiting Transfer

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123 **Awaiting Transfer**

Graham Bell 9-800-916-2007 0:01



Press **Xfer?** to confirm transfer, or press **CANCEL**.

Quick Dial

Xfer?

Figure. 215 Transfer Pending

1. From the **Active Call** screen, press **Transfer**. The **Active Call** will be auto-held and you will go to Transfer Setup mode as shown in Figure 213.
2. Press **CALL LOG** to display the list shown in Figure 214.
3. Press the up or down **NAVIGATION** key to cycle through Call Log entries.
4. Press **SELECT**, **SPEAKER**, **HEADSET**, or lift the handset to dial the highlighted number and display the screen shown in Figure 215.
5. Press **Xfer?** to complete the transfer.

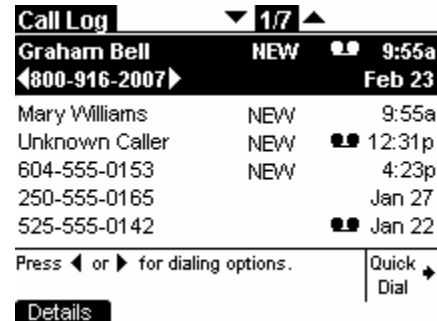


Figure. 214 Call Log



Transferring to Directory

► To transfer a call to a number in the Directory:

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123 **Awaiting Transfer**



Call extension from **ExtList**, retrieve a held call, or place outside call.

Quick Dial

ExtList

Figure. 216 Awaiting Transfer

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123 **Awaiting Transfer**

ABC Accou... 9-503-555-0194 0:01



Press **Xfer?** to confirm transfer, or press **CANCEL**.

Quick Dial

Xfer?

Figure. 218 Call Transferred

1. From the **Active Call** screen, press **Transfer**. The *Active Call*, it will be auto-held and you will go to Transfer Setup mode as shown in Figure 216.
2. Press **DIRECTORY** to display the list shown in Figure 206. This key will not be available after digits are entered.
3. Press the up or down **NAVIGATION** key to cycle through Call Log entries.
4. Press **SELECT, SPEAKER, HEADSET**, or lift the handset to dial the highlighted number and display the screen shown in Figure 215.
5. Press **Xfer?** to complete the transfer.

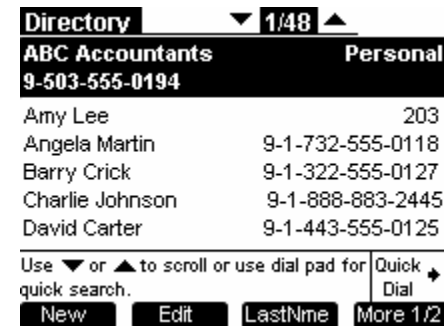


Figure. 217 Directory List



Transferring to Redial List

► To transfer a call to a number in the Redial List:

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123 **Awaiting Transfer** 



Call extension from **ExtList**, retrieve a held call, or place outside call. Quick Dial 

ExtList


Figure. 219 Awaiting Transfer

12:30pm Thu Feb. 23, 2008 

9-1-604-555-0123 **Awaiting Transfer** 

Mary Williams 9-1-888-722-7... 0:01 





Press **Xfer?** to confirm transfer, or press CANCEL. Quick Dial 


Xfer?

Figure. 221 Call Transferred

1. From the **Active Call** screen, press **Transfer**. The **Active Call** will be auto-held and you will go to Transfer Setup mode as shown in Figure 219.
2. Press **REDIAL** to display the list shown in Figure 220.
3. Press the up or down **NAVIGATION** key to cycle through Redial entries.
4. Press **SELECT**, **SPEAKER**, **HEADSET**, or lift the handset to dial the highlighted number and display the screen shown in Figure 221.
5. Press **Xfer?** to complete the transfer.

Redial  1/12 

Mary Williams	8:55a
9-1-888-722-7702	May 23
Wanda Peters	8:23a
Unknown Caller	May 22
9-1-533-555-0124	May 22
Charlie Johnson	May 20
9-1-788-555-0139	May 20

To call, lift receiver, or press **SELECT**, **SPEAKER**, or **HEADSET**. Quick Dial 

Store **Delete** **More 1/2**

Figure. 220 Redial List



Transferring to Held Calls

Once Call A has been established, you may transfer to a held call (Call B) in any of the call appearances by unholding it first.

► To transfer a call to a held call:

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123 **Awaiting Transfer**

Graham Bell 9-800-916-2007 0:32

Mary Williams 9-888-722-7702 0:01

Call extension from **ExtList**, retrieve a held call, or place outside call. Quick Dial

ExtList

Figure. 222 Awaiting Transfer

12:30pm Thu Feb. 23, 2008

Mary Williams 9-888-722-7702 0:01

To retrieve held call, press key next to icon. Quick Dial

Transfer **Conf** **Page** **More 1/3**

Figure. 224 Held Calls

1. From the **Active Call** screen, press **ExtList**. The **Active Call**, it will be auto-held and you will go to Transfer Setup mode as shown in Figure 222.
2. Press the up or down **NAVIGATION** key to highlight the desired entry.
3. Press **SELECT** to unhold the highlighted number and display the screen shown in Figure 223.
4. Press **Xfer?** to complete the transfer and display the new held Calls list shown in Figure 224.

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123 **Awaiting Transfer**

Graham Bell 9-800-916-2007 0:32

Mary Williams 9-888-722-7702 0:01

Press **Xfer?** to confirm transfer, or press CANCEL. Quick Dial

Xfer?

Figure. 223 Unheld Call



Transferring to Quick Dial

► *To transfer a call to a number in the Quick Dial List:*

<p>12:30pm Thu Feb. 23, 2008</p> <p>9-1-604-555-0123 Awaiting Transfer </p> <p></p> <hr/> <p>Call extension from ExtList, retrieve a held call, or place outside call. Quick Dial </p> <p>ExtList</p> <p>Figure. 225 Awaiting Transfer</p>	<ol style="list-style-type: none"> 1. From the Active Call screen, press Transfer. The Active Call will be auto-held and you will go to Transfer Setup mode as shown in Figure 225 2. Press Quick Dial to display the list shown in Figure 226. 3. Press the Call appearance key corresponding to the desired entry to display the screen in Figure 227. 	<p>12:30pm Thu Feb. 23, 2008</p> <p>9-1-604-555-0123 Awaiting T Kate</p> <p>Enrico</p> <p>Doug</p> <p><Empty></p> <p>Titan</p> <p><Empty></p> <p>Press key next to name to call the quick dial number. Back Dial</p> <p>Figure. 226 Quick Dial List</p>
<p>12:30pm Thu Feb. 23, 2008 </p> <p>9-1-604-555-0123 Awaiting Transfer </p> <p>Enrico 9-604-555-0147 0:01 </p> <p></p> <hr/> <p>Press Xfer? to confirm transfer, or press CANCEL. Quick Dial </p> <p>Xfer?</p> <p>Figure. 227 Call Transferred</p>	<ol style="list-style-type: none"> 1. Press Xfer? to complete the transfer. 	



Conference a Call

The SB67030 Desk Set can conference a combination of two outside and/or internal calls. Only one instance of Conference in progress can exist. This should be guaranteed by following these rules

- n The user may establish a held call as Call A by pressing **Conf**, but cannot establish a held call as Call B because **Conf** key will be unavailable). To establish a held or a parked call as Call B, the call must be un-held or un-parked first. In other words, the user can only conference with an active call in *Conference Setup* mode.
- n Once *Conference Setup* is established **Conf** disappears when the user scrolls to highlighted a held call.
- n *Conference Setup* does not automatically establish an off-hook on another CA for Call B. You must choose Call B from a held call or parked call or manually activate a new call with Call B.
- n Press **CANCEL** to cancel *Conference Setup* when Call A is highlighted. Call A remains on hold. Call A remains on hold and Call B remains in the same state – the programmed keys change to those available in the Dial or Active state appropriately.
- n During *Conference Pending*, pressing a CA key (or equivalent off-hook action which accesses a new CA slot) not associated with Call A or Call B, cancels *Conference Pending*. Call A should remain on hold and Call B should be placed on hold. This rule includes answering an incoming call on a different CA.

► *To conference a call:*

1. Establish the first call, Call A. You must have an **Active Call** or have calls on hold before conference setup can begin.
2. Press **Conf**. Call A will be placed on hold and **Join?** appears
3. Establish the second call, Call B. You may establish Call B through direct dialing, the Extension list, Call Log, Redial list, Park list, Directory, Quick Dial, or by taking a held call off hold.
4. Press **Join?** to join Call A and Call B with the Deskset.
5. The selected parties will now be in conference.



- n Pressing **HOLD** during a conference will hold both Call A and B but they will still be able to communicate with each other. The held conference icon, as shown Figure 228 designates a held conference.



Note **Conf** will be unavailable during an **Active Call** if you have another conference on hold.

- n The following events will automatically put the conference on hold (auto-hold):
 - a. You press an available Call Appearance to start a new call.
 - b. An incoming ring event occurs and you answer the new call.

The following are Conference functions:

- n ["Conference with Extension List" on page 162](#)
- n ["Conference with Call Log" on page 163](#)
- n ["Conference with Park List" on page 165](#)
- n ["Conference with Directory" on page 166](#)
- n ["Conference with Quick Dial" on page 167](#)
- n ["Conference with a Held Call" on page 168](#)
- n ["Conference Two Held Calls" on page 169](#)
- n ["Canceling a Conference" on page 170](#)

12:30pm Thu Feb. 23, 2008 ▼▲

9-1-604-555-0123 **Conference Call**

9-1-350-555-0159 **Conference Call**

To retrieve held conference, press key next to either conference call.

Quick Dial

Figure. 228 Held Conference



Conference with Extension List

Once Call A has been established, the user may establish Call B by calling a number in the extension list. To conference with the extension list, the user must follow this procedure from conference setup mode:

► To conference calls using the extension list:

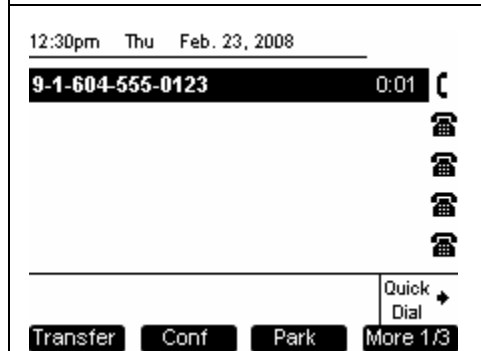


Figure. 229 Active Call

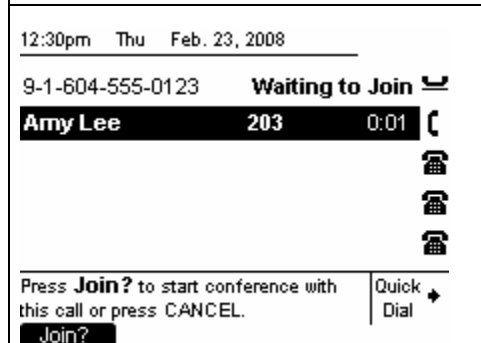


Figure. 232 Call Transferred

1. From the **Active Call** screen shown in Figure 229, press **Conf**.
2. The **Active Call** will be auto-held and the screen in Figure 230 displayed.
3. Press **ExtList** and the list shown in Figure 231 displays.
4. Press the up or down **NAVIGATION** key to highlight the desired entry.
5. Press **SELECT**, **SPEAKER**, **HEADSET**, and you will go to Conference Setup mode and display the screen shown in Figure 232.
6. Press the **Join?** to join Call A and Call B.

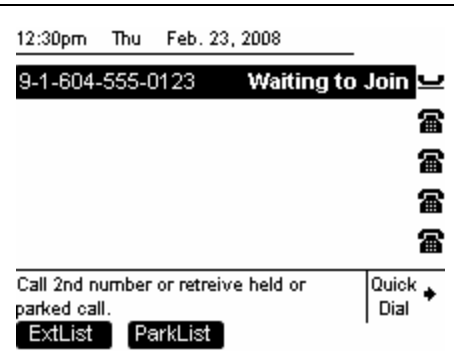


Figure. 230 Extension List

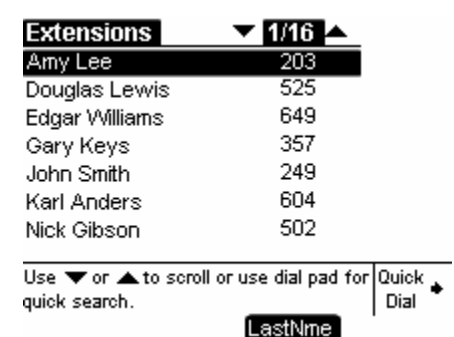


Figure. 231 Extension List



Conference with Call Log

Once Call A has been established, the user may establish Call B by calling a number in the Call Log. To conference with the Call Log, the user must follow this procedure from conference setup mode:

► To conference calls using the call log:

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123

0:01



Quick Dial

Transfer

Conf

Park

More 1/3

Figure. 233 Active Call

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123

Waiting to Join



Graham Bell

9-800-916-2007

0:01



Press **Join?** to start conference with this call or press CANCEL.

Quick Dial

Join?

Figure. 236 Call Conference

1. From the **Active Call** screen shown in Figure 233, press **Conf**.
2. The **Active Call** will be auto-held and the screen in Figure 234 displayed.
3. Press **CALL LOG** and the list shown in Figure 231 displays.
4. Press the up or down **NAVIGATION** key to highlight the desired entry.
5. Press **SELECT**, **SPEAKER**, **HEADSET**, and you will go to Conference Setup mode and display the screen shown in Figure 232.
6. Press the **Join?** to join Call A and Call B.

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123

Waiting to Join



Call 2nd number or retrieve held or parked call.

Quick Dial

ExtList

ParkList

Figure. 234 Conference Pending

Call Log

1/7

Graham Bell

NEW

9:55a

800-916-2007

Feb 23

Mary Williams

NEW

9:55a

Unknown Caller

NEW

12:31p

604-555-0153

NEW

4:23p

250-555-0127

Jan 27

525-555-0142

Jan 22

Press ◀ or ▶ for dialing options.

Quick Dial

Store

Delete

PlayMsg

More 1/2

Figure. 235 Call Log List



Conference with Redial List

Once Call A has been established, the user may establish Call B by calling a number in the Redial List.:

► To conference calls using the redial list:

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123

0:01



Quick Dial

Transfer

Conf

Park

More 1/3

Figure. 237 Active Call

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123

Waiting to Join



Mary Williams 9-1-888-722-7... 0:01



Press **Join?** to start conference with this call or press CANCEL.

Quick Dial

Join?

Figure. 240 Call Transferred

1. From the **Active Call** screen shown in Figure 237, press **Conf**
2. The **Active Call** will be auto-held and the screen in Figure 238 displayed.
3. Press **REDIAL** and list shown in Figure 239 displays.
4. Press the up or down **NAVIGATION** key to highlight the desired entry.
5. Press **SELECT**, **SPEAKER**, **HEADSET**, and you will go to Conference Setup mode and display the screen shown in Figure 232.
6. Press the **Join?** to join Call A and Call B.

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123

Waiting to Join



Call 2nd number or retrieve held or parked call.

Quick Dial

ExtList

ParkList

Figure. 238 Extension List

Redial

1/12

Mary Williams

8:55a

9-1-888-722-7702

May 23

Wanda Peters

8:23a

Unknown Caller

May 22

9-1-533-555-0124

May 22

Charlie Johnson

May 20

9-1-788-555-0139

May 20

To call, lift receiver, or press **SELECT**, **SPEAKER**, or **HEADSET**.

Quick Dial

Store

Delete

More 1/2

Figure. 239 Redial List



Conference with Park List

Once Call A has been established, the user may establish Call B by calling a number in the Park List. To conference with the Park List, the user must follow this procedure from conference setup mode:

► To conference calls using the park list:

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123

0:01



Quick Dial

Transfer

Conf

Park

More 1/3

Figure. 241 Active Call

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123

Waiting to Join



9-604-555-0129

0:01



Press **Join?** to start conference with this call or press CANCEL.

Quick Dial

Join?

Figure. 244 Call Transferred

1. From the **Active Call** screen shown in Figure 241, press **Conf**.
2. The **Active Call** will be auto-held and the screen in Figure 242 displayed.
3. Press **ParkList** and list shown in Figure 243 displays.
4. Press the up or down **NAVIGATION** key to highlight the desired entry.
5. Press **SELECT**, **SPEAKER**, **HEADSET**, and you will go to Conference Setup mode and display the screen shown in Figure 244.
6. Press the **Join?** to join Call A and Call B.

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123

Waiting to Join



Call 2nd number or retrieve held or parked call.

ExtList

ParkList

Quick Dial

Figure. 242 Extension List

Parked Calls

1/2

9-604-555-0129

101

David Carter

102

Press ▼ or ▲ to scroll, then press **Retrieve** to unpark call.

Retrieve

Quick Dial

Figure. 243 Extension List



Conference with Directory

Once Call A has been established, the user may establish Call B by calling a number in the Directory. To conference with the Directory, the user must follow this procedure from conference setup mode:

► To transfer a call to an external extension:

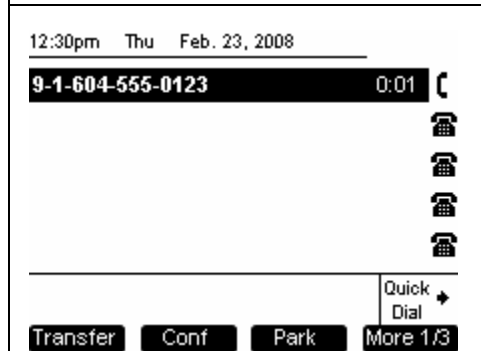


Figure. 245 Active Call

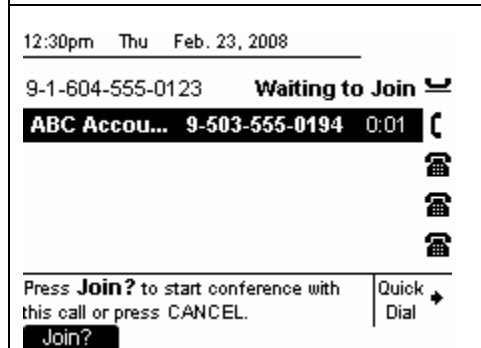


Figure. 248 Call Transferred

1. From the **Active Call** screen shown in Figure 245, press **Conf**
2. The **Active Call** will be auto-held and the screen in Figure 246 displayed.
3. Press **DIRECTORY** and list shown in Figure 247 displays.
4. Press the up or down **NAVIGATION** key to highlight the desired entry.
5. Press **SELECT**, **SPEAKER**, **HEADSET**, and you will go to Conference Setup mode and display the screen shown in Figure 248.
6. Press the **Join?** to join Call A and Call B.

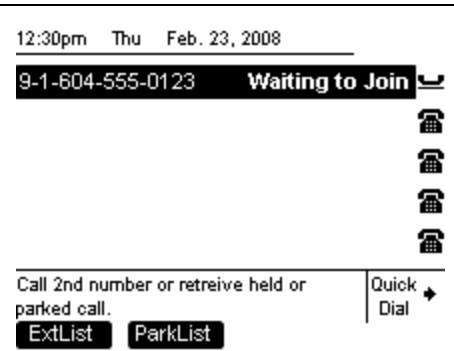


Figure. 246 Extension List

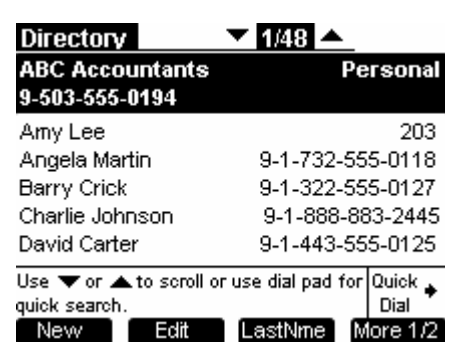


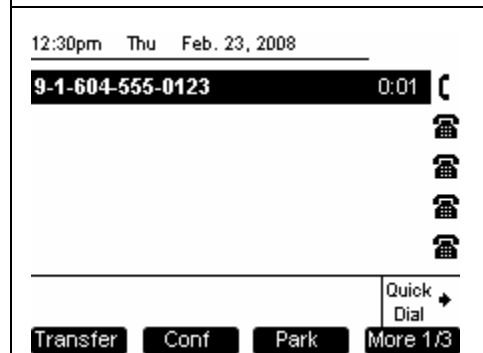
Figure. 247 Extension List



Conference with Quick Dial

Once Call A has been established, the user may establish Call B by calling a number in the Quick Dial list. To conference with Quick Dial, the user must follow this procedure from conference setup mode:

► To transfer a call to an external extension:



12:30pm Thu Feb. 23, 2008

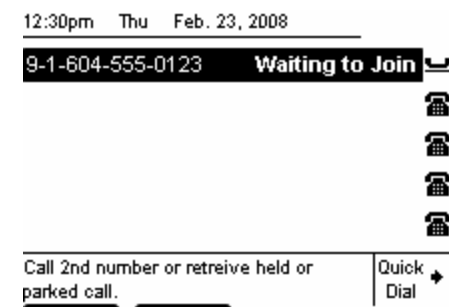
9-1-604-555-0123 0:01

Quick Dial

Transfer Conf Park More 1/3

Figure. 249 Active Call

1. From the **Active Call** screen shown in Figure 249, press **Conf**
2. The **Active Call** will be auto-held and the screen in Figure 250 displayed.
3. Press **Quick Dial** and the list shown in Figure 251 displays.
4. Press the desired **Quick Dial** entry Call Appearance to dial the **Quick Dial** entry.
5. You will go to conference pending mode screen shown in Figure 252.
6. Press the **Join?** to join Call A and Call B.



12:30pm Thu Feb. 23, 2008

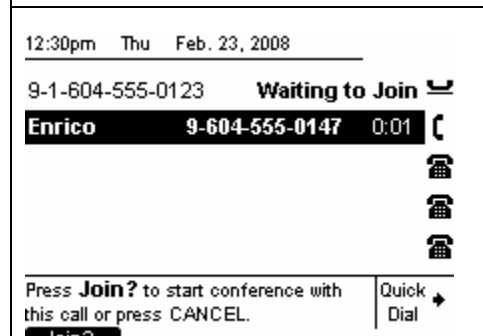
9-1-604-555-0123 **Waiting to Join**

Quick Dial

Call 2nd number or retrieve held or parked call.

ExtList ParkList

Figure. 250 Extension List



12:30pm Thu Feb. 23, 2008

9-1-604-555-0123 **Waiting to Join**

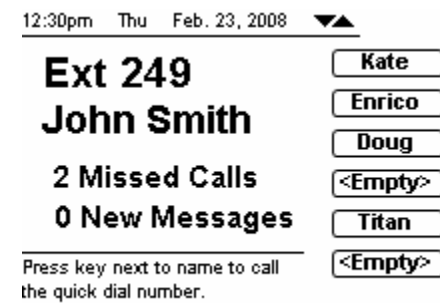
Enrico 9-604-555-0147 0:01

Quick Dial

Press **Join?** to start conference with this call or press CANCEL.

Join?

Figure. 252 Call Transferred



12:30pm Thu Feb. 23, 2008

Ext 249 Kate

John Smith Enrico

Doug

2 Missed Calls <Empty>

0 New Messages Titan

Press key next to name to call the quick dial number.

Back

Figure. 251 Extension List



Conference with a Held Call

Once Call A has been established through some other activity, you can conference with a held call (Call B).

► To conference with a held call:

12:30pm Thu Feb. 23, 2008 ▼▲

9-1-604-555-0123 **Waiting to Join** ☰

Graham Bell 9-800-916-2007 0:32 ☰

Mary Williams 9-888-722-7702 0:01 ☰



Call 2nd number from ext. or park list, retrieve held call, or place outside call.

Quick Dial ▾

Transfer

Page

More 1/3

Figure. 253 Awaiting Transfer

12:30pm Thu Feb. 23, 2008 ▼▲

9-1-604-555-0123 **Conference Call** ☰☰

9-800-916-2007 Conference Call ☰☰

Mary Williams 9-888-722-7702 0:01 ☰



Quick Dial ▾

EndConf

Drop

Figure. 255 Conference Call

1. From the **Active Call** screen shown in Figure on page 167, press **Conf** and observe that the screen shown in Figure 253 displays.
2. From the **Held Calls** screen, press **SELECT** or the associated Call appearance
3. Press the up or down **NAVIGATION** key to highlight the desired entry, as shown in Figure 254.
4. Press **SELECT** or the associated Call Appearance to unhold the call.
5. The **Conf** key will not be available at this point.
6. Press the **Join?** to join Call A and Call B and the Conference screen shown in Figure 255 displays.

12:30pm Thu Feb. 23, 2008 ▼▲

9-1-604-555-0123 **Waiting to Join** ☰

Graham Bell 9-800-916-2007 0:32 ☰

Mary Williams 9-888-722-7702 0:01 ☰



Press **Join?** to start conference with this call or press CANCEL.

Quick Dial ▾

Join?

Figure. 254 Conference Pending



Conference Two Held Calls

The user has the option of conferencing two held calls in any of the call appearances. While Call A will stay held when selected to conference, Call B must be taken off hold and be an active call before joining all parties in conference.

► *To conference two held calls:*


12:30pm Thu Feb. 23, 2008 ▼▲

9-1-604-555-0123 0:04 

Graham Bell 9-800-916-2007 0:32 

Mary Williams 9-888-722-7702 0:01 



To retrieve held call, press key next to  icon.

Quick Dial 

Transfer Conf Page More 1/3

Figure. 256 Awaiting Transfer

12:30pm Thu Feb. 23, 2008 ▼▲

9-1-604-555-0123 Conference Call 

9-800-916-2007 Conference Call 

Mary Williams 9-888-722-7702 0:01 



Quick Dial 

EndConf Drop

Figure. 258 Call Transferred

1. From the Held calls screen shown in Figure 256, press the up or down **NAVIGATION** key to highlight the desired entry (Call A).
2. Press **Conf** and observe that the screen shown in Figure 257 displays.
3. The call remains on hold, the name (if present) and call timer disappear, and the phrase **Waiting to join** appears.
4. Press the up or down **NAVIGATION** key to highlight the second entry (Call B), as shown in Figure 257.
5. Press **SELECT** or the associated Call Appearance to unhold the call.
6. The **Conf** key will not be available at this point.
7. Press the **Join?** to join Call A and Call B and the Conference screen shown in Figure 258 displays.

12:30pm Thu Feb. 23, 2008 ▼▲

9-1-604-555-0123 **Waiting to Join** 

Graham Bell 9-800-916-2007 0:32 

Mary Williams 9-888-722-7702 0:01 



Press **Join?** to start conference with this call or press CANCEL.

Quick Dial 

Join?

Figure. 257 Conference Pending



Canceling a Conference

► To cancel a conference:

12:30pm Thu Feb. 23, 2008 ▼▲

9-1-604-555-0123 **Conference Call** 

9-800-916-2007 **Conference Call** 

Mary Williams 9-888-722-7702 0:01 



Quick
Dial →

EndConf **Drop**

Figure. 259 Awaiting Transfer

12:30pm Thu Feb. 23, 2008

9-1-604-555-0123 0:01 



Quick
Dial →

Transfer **Conf** **Park** **More 1/3**

Figure. 261 Call Transferred

1. From the **Conference** screen shown in Figure 259, you have 2 options:

- Press **EndConf** to end the conference. Calls A and B hang up and the system returns to Idle as shown in Figure 260.
- Hang up the handset. Calls A and B hang up and the system returns to Idle as shown in Figure 260.
- Press **Drop** to terminate the highlighted call. The system makes the unhighlighted call an **Active Call** as shown in Figure 261.

12:30pm Thu Feb. 23, 2008 ▼▲

Ext 249
John Smith
2 Missed Calls
0 New Messages



Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT

Quick
Dial →

DND **CallFwd** **Page** **More 1/2**

Figure. 260 Active Call

- Answering an incoming call while setting up a conference or with a conference pending will cancel the conference process.
- Pressing **CANCEL** when setting up a conference or during conference pending will cancel the conference process.
- Pressing **CANCEL** when a conference is in progress or held will not cancel the conference.



Call on Hold

The SB67030 Desk Set provides the ability to place an unlimited number of calls on hold. When calls are placed on hold the programmed keys change as shown in Figure 262 and described in Table 22.

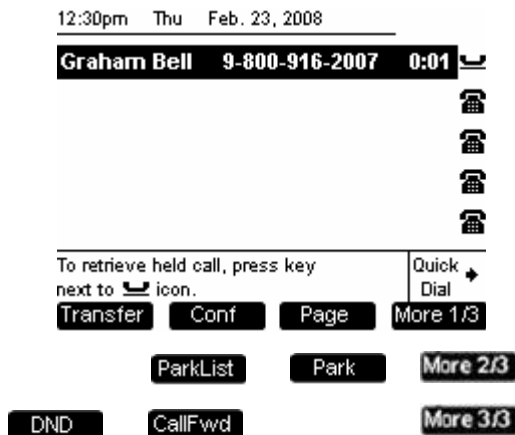


Figure. 262 The SB67030 Call on Hold Screen

Table 22 The SB67030 Call on Hold Screen Description

Key	Description	Key	Description	Key	Description	Key	Description
Transfer	Initiates transfer of a call.	Conf	Initiates a conference call.	Page	Pages internal extensions.	More 1/3	Moves to next set of programmed operation keys.
		ParkList	Goes to Park List.	Park	Parks call.	More 2/3	
DND	Initiates Do Not Disturb.	CallFwd	Initiates Call Forward.			More 3/3	



► *To manage held calls:*

12:30pm Thu Feb. 23, 2008

Graham Bell 9-800-916-2007 0:01 



Quick
Dial →


Transfer Conf Park More 1/3

Figure. 263 Active Call

12:30pm Thu Feb. 23, 2008

Graham Bell 9-800-916-2007 0:01 




To retrieve held call, press key
next to  icon.

Quick
Dial →

Transfer Conf Page More 1/3

Figure. 264 Call Transferred

1. From the Active Call screen shown in Figure 263, press **HOLD**.
2. The hold Call Appearance icons  appears next to the highlighted call as shown in Figure 264.
3. If a call has been placed on hold for longer than 3 minutes, the system will provide an audible ringback reminder every 30 seconds for four minutes, then hang up the call.
4. To unhold a call, highlight the call and press **SELECT**, or press the associated Call Appearance button.



Note Lifting the headset or pressing **SPEAKER** or **HEADSET** will select a new Call Appearance, not unhold the highlighted call.



Parking a Call

The SB67030 Desk Set allows you to park either Active or Held calls

► To park a call:

12:30pm Thu Feb. 23, 2008

Graham Bell 9-800-916-2007 0:01

Transfer Conf Park More 1/3

Quick Dial

Figure. 265 Select Call

12:30pm Thu Feb. 23, 2008

Ext 249 John Smith

2 Missed Calls

0 New Messages

Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT

DND CallFwd Page More 1/2

Quick Dial

Figure. 268 Parked Call List

1. Press the up or down **NAVIGATION** key to highlight an active or held call as shown in Figure 265.
2. For an Active Call, press **Park** to display the splash screen shown in Figure 266.
3. For a Held call, press **More 1/3** and then press **Park** to display the splash screen shown in Figure 266.
4. Observe the Idle screen shown in Figure 268.
5. A parked call must be picked up within three minutes or a ringback to the Deskset occurs and the screen shown in Figure 267 displays.
6. If a name field is available, **Parked Call** replaces the number field. If the name field is not available, the number displays to the left, and **Parked Call** to the right of the highlight bar.
7. Press **Answer** to return to the active call screen shown in Figure 265.

12:30pm Thu Feb. 23, 2008

Graham Bell 9-800-916-2007

Call Parked on Extension 101.
Press **ParkList** to retrieve call.

Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT

DND CallFwd Page More 1/2

Quick Dial

Figure. 266 Parked Call Splash

12:30pm Thu Feb. 23, 2008

9-604-555-0129 Parked Call

Answer Ignore FwdvM

Quick Dial

Figure. 267 Parked Call Ringback



Retrieving A Parked Call

► *To retrieve a parked call:*

12:30pm Thu Feb. 23, 2008 ▼▲

Ext 249

John Smith

2 Missed Calls

0 New Messages

Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT
 ExtList ParkList More 2/2 Quick Dial

Figure. 269 Awaiting Transfer

12:30pm Thu Feb. 23, 2008

Graham Bell 9-800-916-2007 0:01

Transfer Conf Park More 1/3 Quick Dial

Figure. 271 Call Transferred

1. Press **More 1/2** in Idle or held calls mode to display the screen shown in Figure 269
2. In Active mode, press **More 1/3**, then **More 2/3**.
3. Press **ParkList** to display the Park List, shown in Figure 270.
4. Press the up or down **NAVIGATION** key to highlight the desired entry as shown in Figure 265.
5. Press **Retrieve** to display the retrieved call in the active mode as shown in Figure 271.

Parked Calls ▼ 1/2 ▲
 Graham Bell 101
 David Carter 102

Press ▼ or ▲ to scroll, then press **Retrieve** to unpark call. Quick Dial

Figure. 270 Parked Call List



Paging

You can page other extensions in the AT&T Small Business System network from *Idle* and held calls

▶ To transfer a call to an external extension:

<p>12:30pm Thu Feb. 23, 2008 ▼▲</p> <p>Ext 249 John Smith</p> <p>2 Missed Calls 0 New Messages</p> <p>Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT</p> <p>Quick Dial →</p> <p>DND CallFwd Page More 1/2</p> <p>Figure. 272 Idle Screen</p>	<ol style="list-style-type: none"> 1. From Idle shown in Figure 272 or a held call, press Page to display the screen shown in Figure 272. 2. When finished, press EndPage to return to the Idle screen. 3. If the user is on an active call, the user will not receive an incoming page. 4. If the user goes off-hook during an incoming page (by lifting the receiver, pressing a CA, SPEAKER, or HEADSET) any incoming page will be terminated on that extension.
<p>Page</p> <p>Paging All</p> <p>Press EndPage when done.</p> <p>Quick Dial →</p> <p>EndPage</p> <p>Figure. 273 Page Splash Screen</p>	



CHAPTER
10

ANSWER A CALL



You can answer call from the SB67030 Deskset in the following ways:

- 1 Lift the Handset.
- 2 Press **SPEAKER** to route audio to the speaker.
- 3 Press **HEADSET** to route audio to headset output.
- 4 Press the associated Programmed key.
- 5 Press the **Answer** programmed key.

1. *"Answer Screens" on page 177*
2. *"Answering a Call in Idle" on page 179*
3. *"When an incoming call occurs in Pre-dial mode (See Figure 278), the incoming call appears next to an available Call Appearance as shown in Figure 279." on page 180*
4. *"Answer With a Call on Hold" on page 183*
5. *"Answer a Call from Within a Menu" on page 184*
6. *"Answer With Multiple Incoming Calls" on page 185*
7. *"Answer a Call From Voicemail" on page 186*



8. "Ignoring a Call" on page 187

Answer Screens

The SB67030 Desk Set answer screen shown in Figure 274

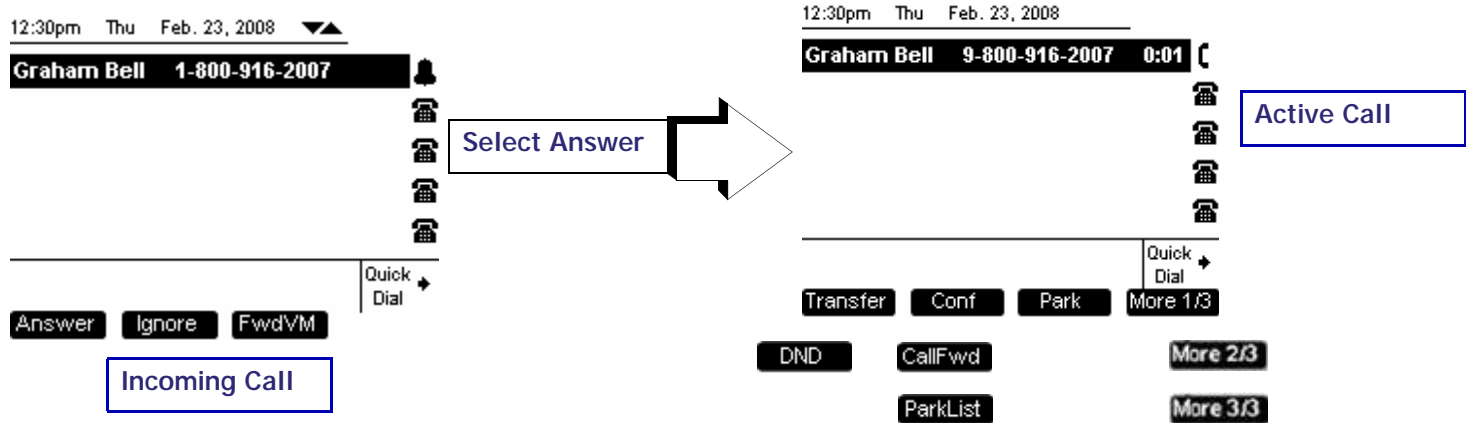


Figure. 274 The SB67030 Answer Screens

Table 23 The SB67030 Answer Screens

Key	Description	Key	Description	Key	Description	Key	Description
Answer	Answers incoming call.	Ignore	Silences ringer during incoming call event.	FwdVM	Initiates Message Forward function.		



Table 23 The SB67030 Answer Screens

Key	Description	Key	Description	Key	Description	Key	Description
Transfer	Initiates transfer of a call.	Conf	Initiates a conference call.	Park	Parks call.	More 1/3	Moves to next set of programmed operation keys.
DND	Initiates Do Not Disturb.	CallFwd	Initiates Call Forward.			More 2/3	
		ParkList	Goes to Park List.			More 3/3	



Answering a Call in Idle

► To answer a call from the Idle mode:

12:30pm Thu Feb. 23, 2008 ▼▲

Ext 249

John Smith

2 Missed Calls

0 New Messages

Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT

Quick Dial

DND **CallFwd** **Page** **More 1/2**

Figure. 275 Idle Screen

12:30pm Thu Feb. 23, 2008

Graham Bell 9-800-916-2007 0:01



Transfer Conf Park More 1/3

Quick Dial

Figure. 277 Active Call

1. When there is an incoming call:

- The system emits a ringtone (See **"Sounds"** on page 56)
- The highlight bar automatically moves to the ringing call appearance.
- A bell icon appears next to an available Call Appearance to indicate an incoming call as shown in Figure 276.

12:30pm Thu Feb. 23, 2008 ▼▲

Graham Bell 1-800-916-2007



Answer **Ignore** **FwdV/M**

Quick Dial

Figure. 276 Incoming Call

2. Perform one of the following to answer the call and display the Active Call screen shown in Figure 277

- Lift the Handset.
- Press **SPEAKER** to route audio to the speaker.
- Press **HEADSET** to route audio to headset output.
- Press the associated **Call Appearance** key and the system will answer using the Preferred Audio method (See **"Preferred Audio"** on page 58).
- Press **Answer** and the system will answer using the Preferred Audio method (See **"Preferred Audio"** on page 58).

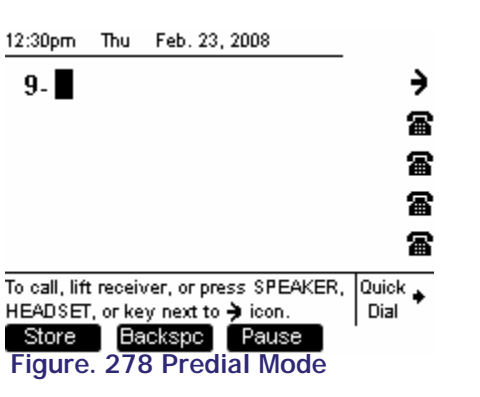
3. You can silence the incoming call by pressing the **Ignore** soft key.



Answer From Predial

When an incoming call occurs in *Pre-dial* mode (See Figure 278), the incoming call appears next to an available Call Appearance as shown in Figure 279.

► *To answer a call in pre-dial:*



12:30pm Thu Feb. 23, 2008

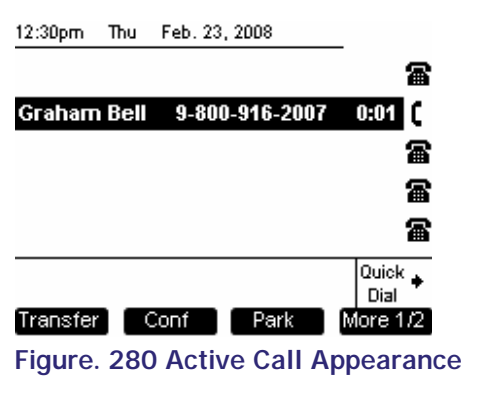
9- [icon]

To call, lift receiver, or press **SPEAKER**, **HEADSET**, or key next to [icon].

Store **Backspc** **Pause**

Figure 278 Predial Mode

1. Press the associated **Call Appearance** key or press **Answer** . and the system will answer using the Preferred Audio method (See **“Preferred Audio” on page 58**).
2. Lift the Handset.
3. Press **SPEAKER** to route audio to the speaker.
4. Press **HEADSET** to route audio to headset output.
5. The *Pre-dial* Call Appearance disappears and the highlighted call appears next to the Active Call Appearance icon [icon] as shown in Figure 280.
6. You can silence the incoming call by pressing the **Ignore** soft key. After pressing ignore, the ringer icon will change to a silenced ringer icon and you will return to the *Pre-Dial* Call Appearance (See “Ignoring a Call” on page 187).

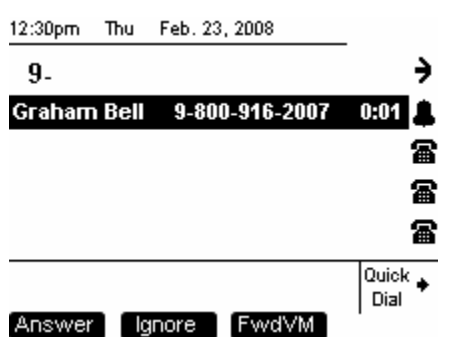


12:30pm Thu Feb. 23, 2008

Graham Bell 9-800-916-2007 0:01 [icon]

Transfer **Conf** **Park** **More 1/2**

Figure 280 Active Call Appearance



12:30pm Thu Feb. 23, 2008

9- [icon]

Graham Bell 9-800-916-2007 0:01 [icon]

Answer **Ignore** **FwdVM**

Figure 279 Incoming Call



Answer From Dial

The SB67030 Deskset indicates an incoming call by emitting a single brief tone, moving the highlight bar to the ringing call appearance, and displaying a flashing bell icon next to an available Call Appearance as shown in Figure 282.

► To answer a call in the Dial mode:

12:30pm Thu Feb. 23, 2008

9-1



Quick Dial

Figure. 281 Dial Mode

12:30pm Thu Feb. 23, 2008

9-1-250-5




Graham Bell 9-800-916-2007 0:01



Quick Dial

Transfer Conf Park More 1/3

Figure. 284 Dial Call Appearance

1. Perform one of the following:
 - a. Press the associated **Call Appearance** key or press **Answer** . and the system will answer using the Preferred Audio method (See **“Preferred Audio” on page 58**).
 - b. Lift the Handset.
 - c. Press **SPEAKER** to route audio to the speaker.
 - d. Press **HEADSET** to route audio to headset output
2. The Active Call Appearance icon  appears as shown in Figure 283.
3. if you have entered another digit after the **1**, the dialed call goes on hold as shown in Figure 284.
4. You can silence the incoming call by pressing the **Ignore** soft key (See **“Ignoring a Call” on page 187**).

12:30pm Thu Feb. 23, 2008

9-1



Graham Bell 9-800-916-2007 0:01



Quick Dial

Answer Ignore FwdVM

Figure. 282 Incoming Call

12:30pm Thu Feb. 23, 2008

Graham Bell

9-800-916-2007 0:01



Quick Dial

Transfer Conf Park More 1/2

Figure. 283 Incoming Call



Answer While on a Call

The SB67030 Deskset indicates an incoming call when you have an active call by emitting a single brief tone, moving the highlight bar to the next available call appearance, and displaying a flashing bell icon as shown in Figure 285.

► *To answer a call while on an active call:*

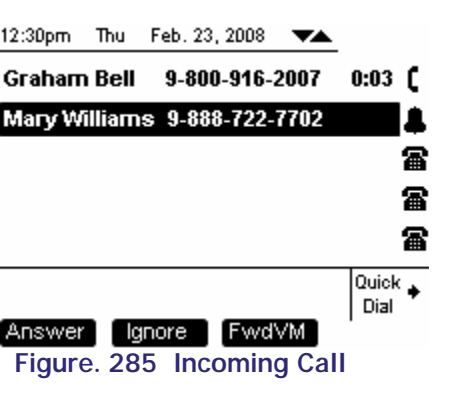



Figure. 285 Incoming Call

- You have the following options:
 - Press **Answer** or the associated Call Appearance and the system will answer using the Preferred Audio method (See **“Preferred Audio” on page 58**). The current call will automatically be placed on hold.
 - Press **Ignore** to turn the ringtone off and display the screen shown in Figure 286. (See **“Ignoring a Call” on page 187**).
 - Press **FwdVM** to forward the call to voicemail.
 - Press **SPEAKER** to route audio to the speaker.
 - Press **HEADSET** to route audio to headset output.
 - Lift the Handset.
- The Active Call Appearance icon  appears as shown in Figure 287.
 - If a second incoming call arrives, the highlight would remain on the first incoming call until the FWD no Answer setting was met or press **FwdVM**.

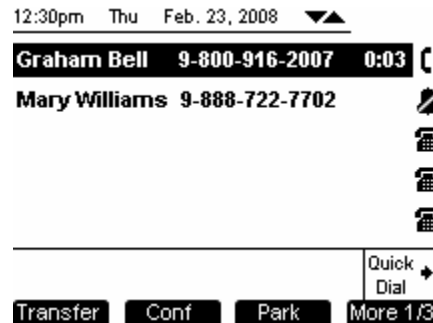


Figure. 286 Ignore Incoming Call



Answer With a Call on Hold

If there are held calls taking up call appearances, the SB67030 Deskset indicates an incoming call by emitting a single brief tone, moving the highlight bar to the ringing call appearance, and displaying a flashing bell icon next to an available Call Appearance as shown in Figure 288.


► To answer a call with a call on hold:

12:30pm Thu Feb. 23, 2008 ▼▲

Graham Bell 9-800-916-2007 0:03 

Mary Williams 9-888-722-7702 




To retrieve held call, press key next to  icon.

Answer **Ignore** **FwdV/M**

Quick Dial 


Figure. 288 Incoming Call

12:30pm Thu Feb. 23, 2008 ▼▲

Graham Bell 9-800-916-2007 0:03 

Mary Williams 9-888-722-7702 0:02 




To retrieve held call, press key next to  icon.

Transfer **Conf** **Park** **More 1/3**

Quick Dial 

Figure. 289 Active Call

- You have the following options:
 - Press **Answer** or the associated Call Appearance and the system will answer using the Preferred Audio method (See **“Preferred Audio” on page 58**). The current call will automatically be placed on hold.
 - Press **SPEAKER** to route audio to the speaker.
 - Press **HEADSET** to route audio to headset output.
 - Lift the Handset.
- There are 2 ways to take the held call off of hold:
 - Use the **NAVIGATION** key to highlight the call and go off-hook.
 - Press the associated call appearance key.
- The Active Call Appearance icon  appears as shown in Figure 289.



Answer a Call from Within a Menu

If there is an incoming call while you are in the Directory, Menu, Messages, Call Log, or Redial menu (See Figure 290); the SB67030 Deskset indicates an incoming call by emitting a single brief tone, and displaying a splash screen with the flashing bell and the CID information for the call as shown in Figure 291

► To answer a Call From Within a Menu:

Redial ▼ 1/12 ▲

Mary Williams	8:55a
9-1-888-722-7702	May 23
Wanda Peters	8:23a
Unknown Caller	May 22
9-1-533-555-0124	May 22
Charlie Johnson	May 20
9-1-788-555-0139	May 20

To call, lift receiver, or press **SELECT**, **SPEAKER**, or **HEADSET**.

Store **Delete** **Quick Dial** **More 1/2**

Figure. 290 Call Menu

12:30pm Thu Feb. 23, 2008

Graham Bell 9-800-916-2007 0:01

Transfer **Conf** **Park** **More 1/3**

Figure. 292 Active Call

1. Perform one of the following to answer the call and display the Active Call screen shown in Figure 292.

INCOMING CALL

Graham Bell
800-916-2007

- a. Lift the Handset.
- b. Press **SPEAKER** to route audio to the speaker.
- c. Press **HEADSET** to route audio to headset output.
- d. Press the associated **Call Appearance** key and the system will answer using the Preferred Audio method (See “Preferred Audio” on page 58).

Lift receiver, or press **Answer**, **SPEAKER**, **HEADSET**, or flashing **Call Appearance**.

Answer **Ignore** **FwdVM**

Figure. 291 Incoming Call Splash

- e. Press **Answer** and the system will answer using the Preferred Audio method (See “Preferred Audio” on page 58).
- f. Press **Ignore** to turn the ringtone off (See “Ignoring a Call” on page 187).
- g. Press **FwdVM** to forward the call to voicemail.



Answer With Multiple Incoming Calls

The SB67030 Deskset displays multiple incoming calls in the Call Appearance state as shown in Figure 288. As all incoming rings have equal priority, the reverse highlight will stay on the first incoming ring.

► To answer multiple incoming calls:

12:30pm Thu Feb. 23, 2008 ▼▲

Graham Bell 1-800-916-2007 
Mary Williams 9-888-722-7702 
Charlie John... 1-888-883-2445 
Robert Brown 1-888-490-2005 
ABC Accou... 9-503-555-0194 

Quick
Dial ▼

Answer **Ignore** **FwdVM**

Figure. 293 Multiple Incoming Calls

12:30pm Thu Feb. 23, 2008 ▼▲

Graham Bell 1-800-916-2007 0:01 
Mary Williams 9-888-722-7702 
Charlie John... 1-888-883-2445 
Robert Brown 1-888-490-2005 
ABC Accou... 9-503-555-0194 

Quick
Dial ▼

Transfer **Conf** **Park** **More 1/2**

Figure. 295 Active Call

You have the following options:

- Press the up or down **NAVIGATION** key to select the desired call and either:
 - Press **Answer** and the system will answer using the Preferred Audio method (See **"Preferred Audio" on page 58**).
 OR
 - Press the associated **Call Appearance** key and the system will answer using the Preferred Audio method (See **"Preferred Audio" on page 58**).
- Press **Ignore** to turn the ringtone off and display the screen shown in Figure 294 (See "Ignoring a Call" on page 187).
- Press **FwdVM** to forward the call to voicemail.
- If you answer the call, the reverse highlight will stay on that call, not jump to the incoming ring that's already in progress as shown in Figure 295.
- Unattended incoming calls will be handled according to the Call Forward-No Answer setting.

12:30pm Thu Feb. 23, 2008 ▼▲

Graham Bell 9-800-916-2007 0:03 
Mary Williams 9-888-722-7702 
Charlie John... 1-888-883-2445 
Robert Brown 1-888-490-2005 


Quick
Dial ▼

Transfer **Conf** **Park** **More 1/3**

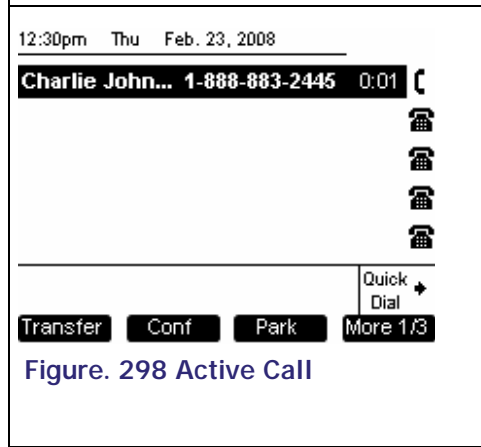
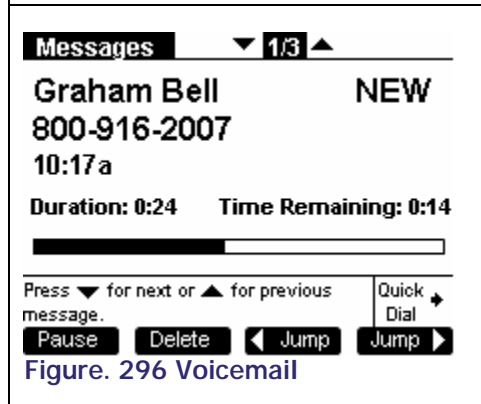
Figure. 294 Incoming Call Splash



Answer a Call From Voicemail

If there is an incoming call while you are in voicemail (See Figure 296); the SB67030 Deskset indicates an incoming call by emitting a single brief tone, and displaying a splash screen with the flashing bell and the CID information for the call as shown in Figure 297

► To answer a Call From Within voicemail:



1. Perform one of the following to answer the call and display the Active Call screen shown in Figure 298

INCOMING CALL

Charlie Johnson
1-888-883-2445

Lift receiver, or press **Answer**, **SPEAKER**, **HEADSET**, or flashing **Call Appearance**.

Answer **Ignore** **FwdVM**


Figure. 297 Incoming Call Splash


- a. Lift the Handset.
- b. Press **SPEAKER** to route audio to the speaker.
- c. Press **HEADSET** to route audio to headset output.
- d. Press the associated **Call Appearance** key and the system will answer using the Preferred Audio method (See "**Preferred Audio**" on page 58).
- e. Press **Answer** and the system will answer using the Preferred Audio method (See "**Preferred Audio**" on page 58).
- f. Press **Ignore** to turn the ringtone off. the message will continue to play (See "Ignoring a Call" on page 187).
- g. Press **FwdVM** to forward the call to voicemail the message will continue to play.

2. Answering the call will terminate message playback; you will exit the Messages feature and go to Call Appearance mode.



Ignoring a Call

The user has the option of ignoring an Incoming Call when in Call Appearance mode. Pressing  will silence the ringer as indicated by the silenced ringer icon. If you were on an Active or Held call, the highlight will move back to whatever Call Appearance you were on before the Incoming Ring event.

- n Once a call is ignored, the  key will no longer be available on the Incoming Ring Call Appearance.
- n Ignoring a call on the Deskset will ignore and silence that call on the Cordless Handset as well
- n **If an ignored call is highlighted, going off-hook by lifting the receiver, or pressing **SPEAKER**, or **HEADSET** will not answer the incoming call. Instead, going off-hook will establish a new call on the next available Call Appearance.**
- n If you receive multiple incoming calls, they will queue up in order of arrival. The highlight will always stay on the oldest incoming call. Ignoring each incoming call will cycle through each incoming call. If the call has already been ignored once, it cannot be ignored again.
- n If you are on **Active Call** with one ignored call and one unattended incoming call, the system hangs up the *Active Call*, and the unattended call starts ringing. If all incoming calls had been ignored before you hung up, there would be no ringing.
- n The Call Appearance LED will continue to flash. Pressing the flashing CA will terminate the feature and take you to an active call.
- n If you may cancel out of the feature, you will see the incoming call in the Call Appearance state with the ringer silenced.
- n If there are multiple incoming calls occurring simultaneously, they will be queued up in order of arrival. You will stay on the current incoming call interaction screen, but additional CAs will light up to indicate additional incoming calls. Ignoring the current incoming call will take the user to the next incoming call in the queue. If all additional incoming calls are ignored, you will return to the previous feature.



CHAPTER
11

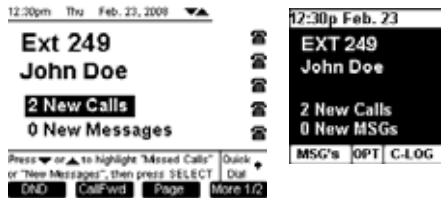
HANDSET INTERACTION



Introduction

Your AT&T Business System operates with either the SB67030 Desk Set or the SB67040 Remote Handset. This section identifies similarities and operating interactions involved with both units. For a complete description of Handset functions see the SB67040 Remote Handset User's Guide. In this chapter the deskset and handset screens are displayed side-by-side to provide a comparison of activity. This chapter covers:

1. *"Idle Screen" on page 189.*
2. *"Locating the Handset" on page 191.*
3. *"Ignoring a Call" on page 192*
4. *"Incoming Ring: Deskset Answers" on page 193.*
5. *"Incoming Ring Event: Handset Answers" on page 194.*
6. *"Held Calls on Both Devices" on page 195.*
7. *"List Access" on page 196.*



Idle Screen

Figure 299 illustrates the Idle screens for both the SB67030 Desk Set or the SB67040 Remote Handset. See “The Idle Screen” on page 41 for a complete description of the Deskset Idle screen. See SB67040 Remote Handset User’s Guide for a complete description of the Handset Idle screen. The following are differences and similarities between the devices:

- n Both the Handset and the Deskset are in sync during Idle mode. The system status at the user extension such as missed calls and new messages is broadcast from the Deskset to the cordless handset as new events occur. This ensures the handset remains in sync with the Deskset.
- n The Handset synchronizes with the Deskset every time it wakes up from power-save mode.
- n Both the Handset and Deskset are in sync if there are held calls. The Deskset shows held calls in the Call Appearance slots. The Handset displays the current held call with an option to cycle through the call deck using the up or down **NAVIGATION** key. See *“Held Calls on Both Devices” on page 195* for a description of held call operation.

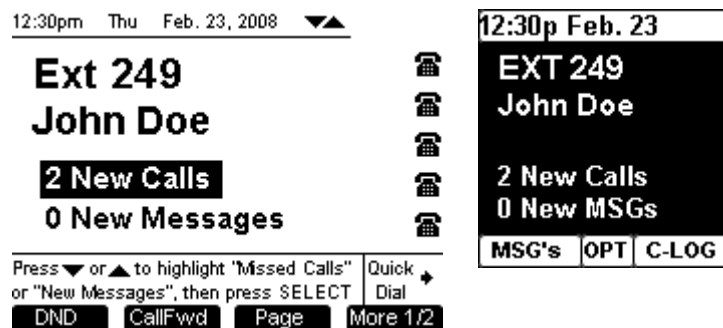


Figure. 299 Deskset/Handset Idle Screens



Note The handset will go into power-save mode after a defined period. When it is in power-save mode, the display will not be off but the held call information will not be visible until the user wakes up the handset or until it is woken up with an incoming ring even.

- n The clocks on each of the devices run independently. The system will synchronize the real time periodically, with the Deskset being the master. Since the clocks are independent, there may be times when the clock rollover may not occur at the exact moment when comparing the unit side by side.
- n Both devices show the current date and time, DND status, the same new calls and new message notifications.



- n An Incoming Call Event appears on both devices and both devices will emit ringtones. If one device answers the call, the other device will cease to ring but will receive visual notification of the call in progress and stays in a mode where CA notification is available. This behavior allows a further incoming ring event to appear on either device. If there is an incoming ring while one device is on an *Active Call*, the device currently on a call will emit an abbreviated ring tone but the other device will not emit any sound at all.
- n Only one device can control the database-dependent features such as Directory, Call Log, Redial list, Park list, Extension list, Quick Dial list and Messages feature. The control of the database covers the read and write operation available on each of the devices. The audio channel control means accessing or establishing an *Active Call* as well as accessing voicemail. If one of the devices has control of either the database-dependent features or the audio channel, the other device cannot get control of either unless the user switches the control over.
- n If you press a key in an attempt to access a database-dependent feature on one device while the other device has control, that access will become available after switching control– you do not have to press the feature key again.
- n If you switch devices during a current **Active Call**, the audio channel will stay open and you can resume the call in progress.
- n You cannot initiate a new call or answer a new incoming call on one device if the other device is on an **Active Call**. You must switch between devices to handle the current call before new calls can be handled.



Locating the Handset

If a Cordless Handset is registered to the Deskset, then **LocateHS** is available from *Idle* on the Deskset.

► *To locate the handset:*

12:30pm Thu Feb. 23, 2008 ▼▲

Ext 249
John Smith

2 Missed Calls
0 New Messages

Press ▼ or ▲ to highlight "Missed Calls" or "New Messages", then press SELECT

Quick Dial

ExtList **ParkList** **LocateHS** **More 2/2**

Figure. 300 Idle Screen

12:30p Feb. 23

EXT 249
John Smith

2 Missed Calls
0 New MSGs

MSGs **CID**

1. From Idle, press **More 1/2** to display the screen shown in Figure 300.
2. Press **LocateHS**.
3. The Deskset displays a **Paging Handset** splash screen shown in Figure 301.
4. The Cordless Handset will ring for 60 seconds (about 12 rings) and display a **Deskset Paging** interaction screen shown in Figure 301. This splash will not disappear until ringing stops or the user cancels the page.
5. On the Deskset: Press CANCEL or **EndPage** to stop the paging before the 60-second time-out.
6. The paging interaction screen will self-terminate after 60 seconds.
7. Press **Cancel** any key on the Handset: to stop the paging.

Paging Handset

Paging Handset.

Cordless Handset will ring. Press CANCEL or **EndPage** to end page.

EndPage

Figure. 301 Paging Handset

12:01a Feb. 03

PAGING

Deskset Paging

Press any key to stop.

CANCEL



Ignoring a Call

► *To handle held calls on both devices:*

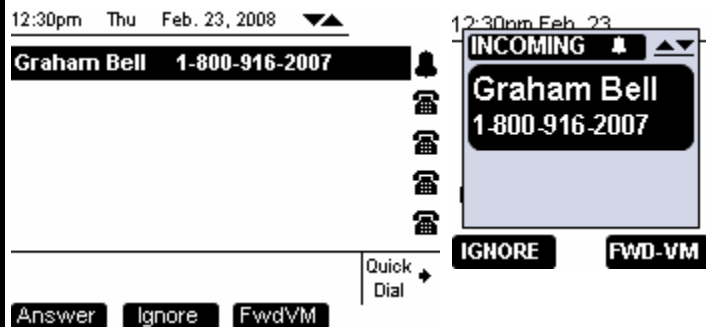


Figure. 302 Ignore a Call

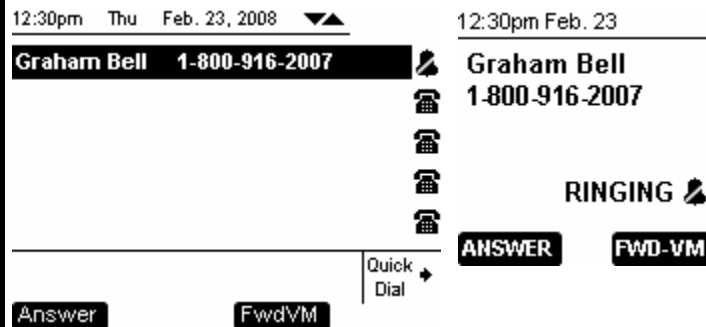


Figure. 303 Paging Handset

1. When an incoming call is ignored, neither device has ownership of these calls. The status is available on both devices, as shown in Figure 308.
2. Press **Ignore** on the Deskset and observe that the screen shown in Figure 308 display.
3. Press **Ignore** on the handset and observe that the screen shown in Figure 308 display.
4. You have the following options:
 - a. Press **Answer** . and the system will answer using the Preferred Audio method (See **“Preferred Audio” on page 58**).
 - b. Press **FwdVM** to forward the call to voicemail.



Incoming Ring: Deskset Answers

► *The Deskset answers an incoming call:*

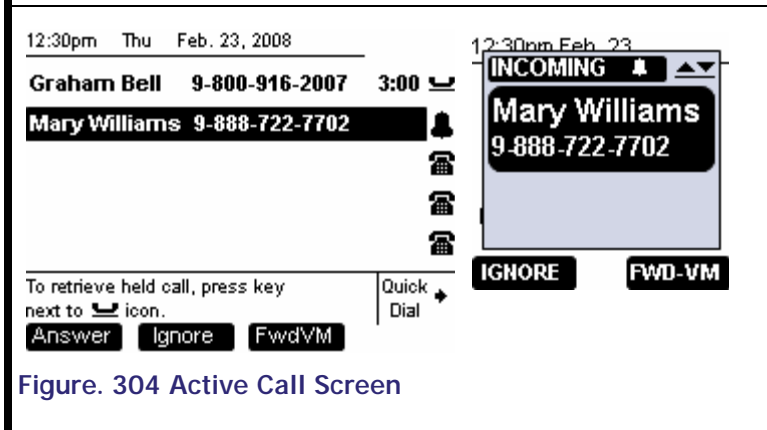


Figure. 304 Active Call Screen

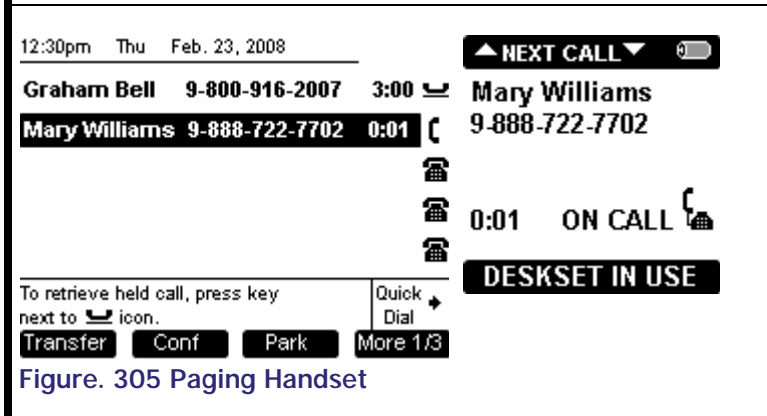


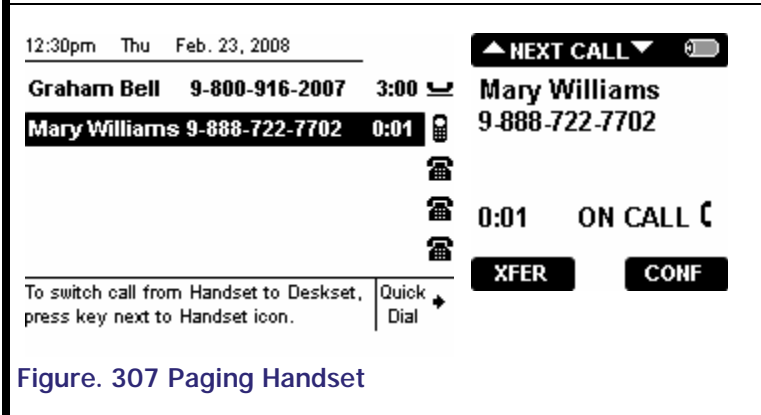
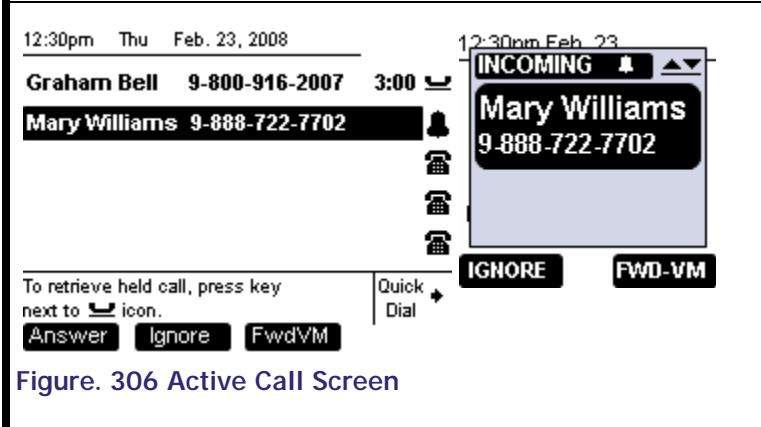
Figure. 305 Paging Handset

1. When there is an incoming call, none of the devices have ownership of these calls. The status is available on both devices, as shown in Figure 304.
2. In this state, when the Deskset answers the call with one of the means available, (See "Answer a Call" on page 176.) the screens shown in Figure 305 display.



Incoming Ring Event: Handset Answers

▶ *The Handset answers an incoming call:*



1. When there is an incoming call, none of the devices have ownership of these calls. The status is available on both devices, as shown in Figure 306.
2. In this state, when the Handset answers the call with one of the means available, (See SB67040 Remote Handset User's Guide) the screens shown in Figure 307 display.
3. The Deskset screen in Figure 307 shows the highlight on the **Active Call** with the Handset icon meaning the cordless Handset has control and is on an Active Call.
4. The highlight will not move even though there may be further incoming calls. This highlight behavior indicates that the **Active Call** must switch back to the Deskset before any other calls or database access features can be activated.
5. To switch back to the Deskset, lift the receiver, press the associated Call Appearance, press **SPEAKER**, or press **HEADSET**.



Held Calls on Both Devices

► To handle held calls on both devices:

12:30pm Thu Feb. 23, 2008 ▼▲

Mary Williams 9-888-722-7702 0:01

Mary Williams 9-888-722-7702

Graham Bell 9-800-916-2007 0:18

0:01 ON HOLD

XFER **UNHOLD**

To retrieve held call, press key next to icon. Quick Dial

Transfer **Conf** **Page** **More 1/3**

Figure. 308 Active Call Screen

12:30pm Thu Feb. 23, 2008 ▼▲

Mary Williams 9-888-722-7702 0:01

Graham Bell 9-800-916-2007 0:18

0:18 ON HOLD

XFER **UNHOLD**

To retrieve held call, press key next to icon. Quick Dial

Transfer **Conf** **Page** **More 1/3**

Figure. 309 Paging Handset

1. When there are held calls, neither device has ownership of these calls. The status is available on both devices, as shown in Figure 308.
2. In this state, any device can pick up a held call with one of the means available (See ["Call on Hold" on page 171.](#))
3. Press the up or down **NAVIGATION** key to cycle through held calls as shown in Figure 309.



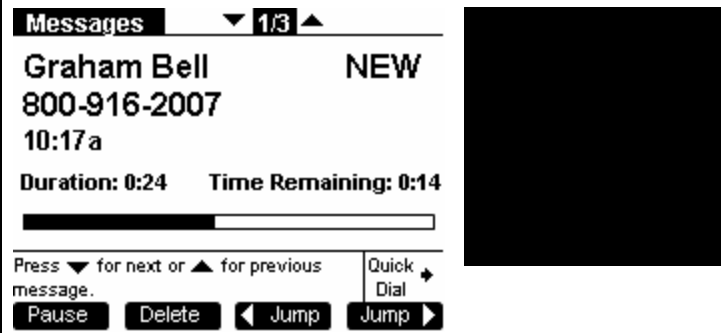
Note Switching between calls in the Handset call deck will not switch Call Appearances in the Deskset.



List Access

When The Deskset is in use and is accessing a database-dependent feature such as voicemail, the Handset must switch to assume control before it can access the database feature. Figure 310 illustrates voicemail, but the other lists behaves similarly.

► *To handle held calls on both devices:*



Messages 1/3 ▲

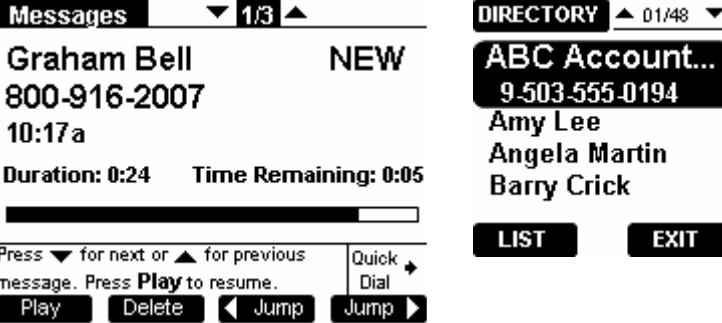
Graham Bell NEW
800-916-2007
10:17 a

Duration: 0:24 Time Remaining: 0:14

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

Pause Delete ◀ Jump ▶

1. With the Handset in power-save mode and the Deskset playing voicemail, press **DIR** to access the directory.
2. The Handset Lockout splash screen shown in Figure 312 displays.
3. Press **SWITCH** to pause the voicemail message and display the directory on the handset as shown in Figure 308.



Messages 1/3 ▲

Graham Bell NEW
800-916-2007
10:17 a

Duration: 0:24 Time Remaining: 0:05

DIRECTORY ▲ 01/48 ▼


ABC Account...
9-503-555-0194

Amy Lee
Angela Martin
Barry Crick

LIST EXIT

Press ▼ for next or ▲ for previous message. Press **Play** to resume. Quick Dial →

Play Delete ◀ Jump ▶



Messages 1/3 ▲

Graham Bell NEW
800-916-2007
10:17 a

Duration: 0:24 Time Remaining: 0:06

12:30p Feb. 23

SWITCH **CANCEL**

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

Pause Delete ◀ Jump ▶



TROUBLESHOOTING

If you have difficulty operating your SB67030 Desk Set, try the suggestions in Table 24.



Note For customer service or product information, visit our website at www.telephones.att.com or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Table 24 SB67030 Desk Set Problem Resolutions

Symptom	Probable Cause	Corrective Action
My SB67030 Desk Set does not work at all.	No power to the Desk Set.	<p>Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.</p> <p>Unplug the unit? electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to three minutes for the Internet radio to boot up.</p> <p>Make sure the sufficient batteries are used and installed correctly</p>



Table 24 SB67030 Desk Set Problem Resolutions

Symptom	Probable Cause	Corrective Action
		Remove and re-insert the batteries. If that still does not work, it may be necessary to purchase a new battery.

Important Safety Instructions

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:

- n Read and understand all instructions.
- n Follow all warnings and instructions marked on the product.
- n Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- n Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- n Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
- n Slots and openings in the back or bottom of the unit are provided for ventilation. To protect it from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
- n 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, consult your dealer or local power company.
- n Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.



- n Never push objects of any kind into this product through the slots in the unit because it may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- n To reduce the risk of electric shock, do not disassemble this product, but 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.
- n Do not overload wall outlets and extension cords.

Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- n When the power supply cord or plug is damaged or frayed.
- n If liquid has been spilled onto the product.
- n If the product has been exposed to rain or water.
- n If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation 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.
- n If the product has been dropped and the unit has been damaged.
- n If the product exhibits a distinct change in performance.
- n 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/cabinet outlet.

Maintenance

Your SB67030 Desk Set 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 telephone if you ever need to ship it.



Avoid water

Your unit can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take 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. Do not use excess water or cleaning solvents of any kind.

Warranty

Technical Specifications

I Selects the highlighted item.



Note





Tip



CAUTION



WARNING



GLOSSARY

CA – Call Appearance

Call Appearance represents call presence on the system. The number of call appearance buttons on the desktop dictates the number of calls on the system the User can have directed to them. On the Cordless handset Call Appearance is different because of the lack of dedicated CA buttons.

CD Handset – Corded Handset

CS – Cordless Handset

DS – Desk Set

HL – Highlight

Highlight refers to a reverse bar in the display that brings focus of the user to a listed item.

HK – Hard Key

PK – Programmed Key

ACTIVE CALL

Active Call is a state that occurs after the system has dialed out the dialing digits. The system will assume this as a connected state even though a connection may not be set up with the far-end. Active call state also applies when the user answers an incoming call.



DIAL

Dial state refers to an intermediary state that occurs after the user has request a calling line by going off hook. As the user enters dialing digits, the System checks whether the dialing rules are met. The System will then dial the digit string. The state then changes from **DIAL** to **Active Call**.

Held Calls

Held Calls are calls that are placed on hold at the extension by the user. The system can automatically hold a call based on Call Appearance rules.

IDLE

Idle refers to a state where the extension does not have any **Active** or **Held Calls**.



