

User's Guide

AT&T SB67020/SB67025 Deskset



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PREFACE

This User's Guide provides instructions for using your Synapse SB67020/SB67025 Deskset telephone with software version 3.1.0 or newer. See [page 105](#) for instructions on checking the software version on the Deskset. Although the Quick Start Guide also includes information on using the Deskset, this guide has information on setting up the SB67020/SB67025 Deskset and more complete information on feature usage.

Before using this AT&T product, please read "[Appendix D: Important Safety Instructions](#)" on [page 143](#). Please thoroughly read this user's guide for all the feature operations and troubleshooting information necessary to operate your new AT&T product.

**NOTE**

For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

Additional Documentation



Downloadable copies of all Synapse documents, including user's and administrator's guides, installation instructions and Quick Start Guides, are available at www.telephones.att.com/synapseguides.



Topic Navigation

This Synapse SB67020/SB67025 Deskset User's Guide features easy navigation between topics and the ability to return to your original topic.

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

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

	Go back to the last page viewed.
	Go to the previous page.
	Go to the next page.

Text Conventions

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

Table 1. Description of Text Conventions

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

CHAPTER 1

OVERVIEW

The Synapse® Business Phone System from AT&T is for businesses that need up to 100 extensions. This system is scalable from 1 to 39 outside lines, so as your business grows, your phone system can too. The Synapse Business Phone System provides simplicity without sacrifice—it's simple to install, manage, and use, without sacrificing any of the features you need and expect from a business telephone system.

This chapter introduces the SB67020 Deskset and SB67025 Deskset and provides an overview of the Synapse System and the external features of the Deskset.

The SB67025 Deskset allows you to register a compatible AT&T DECT Cordless Headset for hands-free phone conversations. For more information, see [“Registering an Optional Cordless Headset \(SB67025 Only\)” on page 102](#).

- [“Synapse System Overview” on page 9](#)
- [“SB67020/025 Deskset Description” on page 10](#)
- [“Modes of Operation” on page 12](#)
- [“Setting Your Password” on page 13](#)
- [“Deskset Status Indicators” on page 14](#)
- [“Programmable Feature Keys” on page 19](#)
- [“Using the Speakerphone” on page 22](#)
- [“TL7600 Cordless Headset \(SB67025 Only\)” on page 23](#).



Synapse System Overview

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

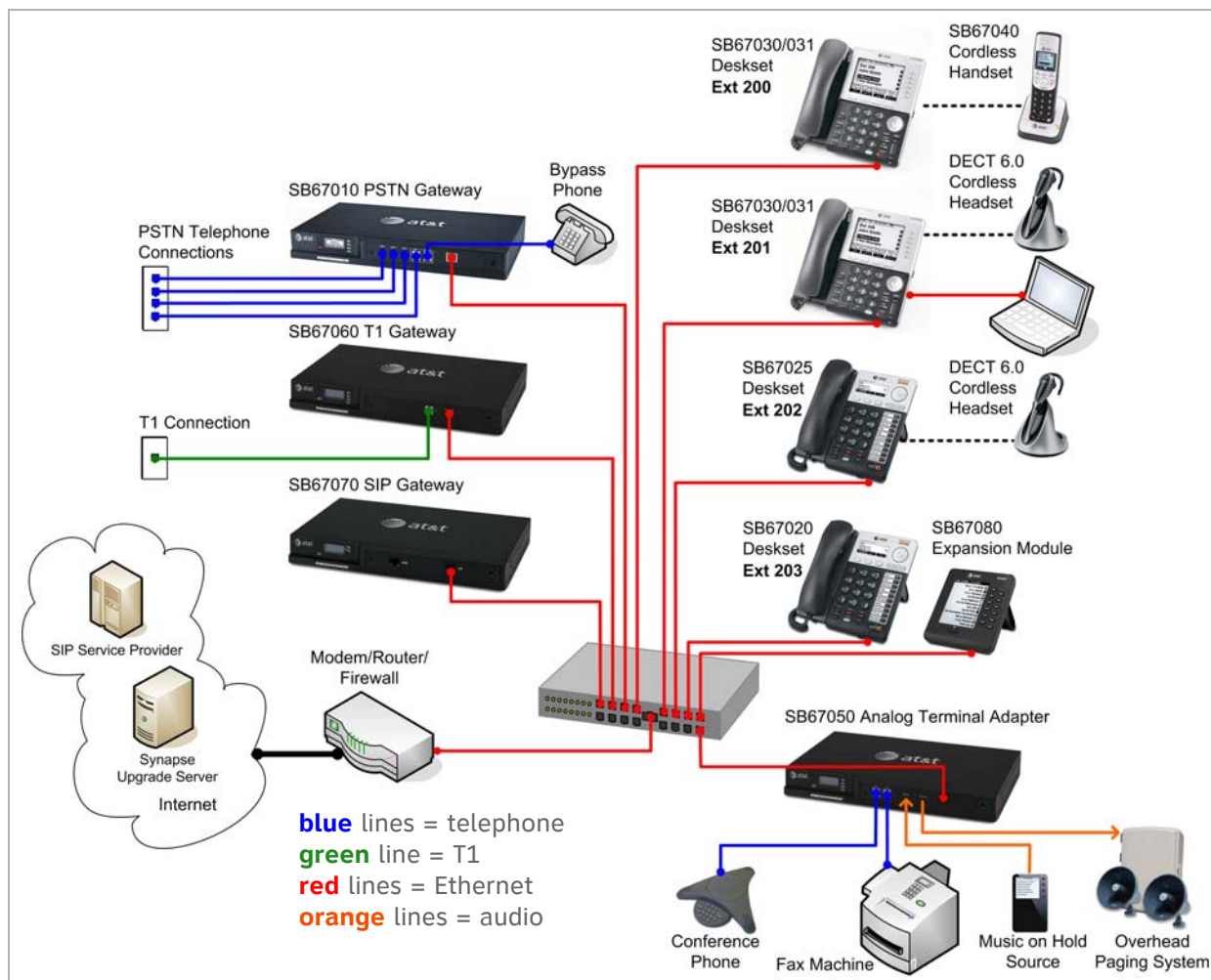


Figure 1. Sample Synapse System

SB67020/025 Deskset Description

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

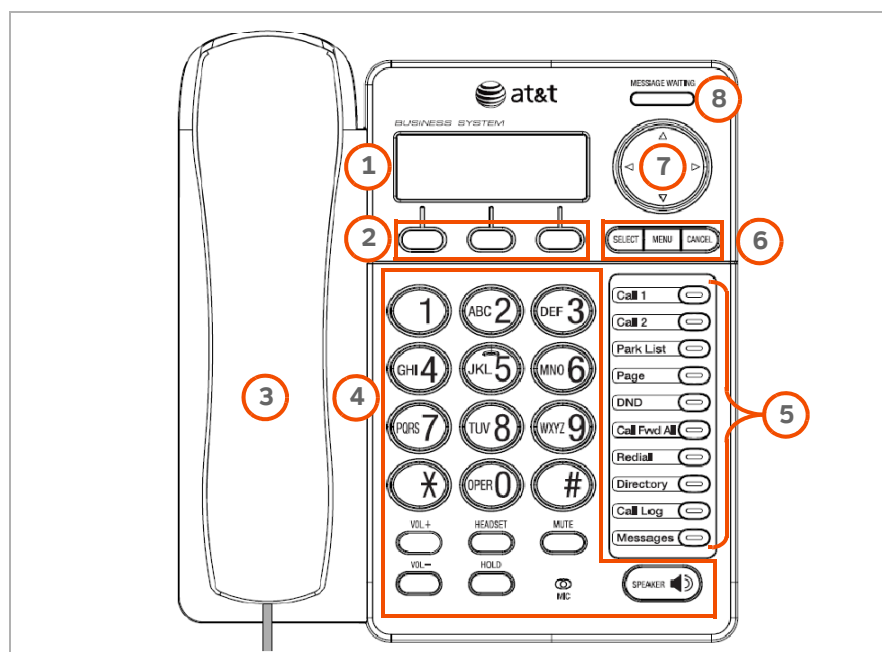


Figure 2. Deskset Layout

Table 2. Deskset Features

1. Liquid Crystal Display (LCD)	Provides controls and information for using the Deskset.
2. Soft Keys	Three keys that produce different actions, depending on the LCD labels.
3. Handset	Traditional 2-conductor wiring (FXO—Foreign Exchange Office ports).
4. Hard Keys	Fixed-function keys. See “Deskset Hard Keys” on page 11 .
5. Programmable Feature Keys	Provide easy access to various call functions.
6. Display Keys	Control menu functions shown in the display.
7. Navigation	Moves the cursor up (△), down (▽), left (◁), right (▷) on the display.
8. Voicemail Indicator	Illuminates when there are new voicemail messages.



Deskset Hard Keys

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

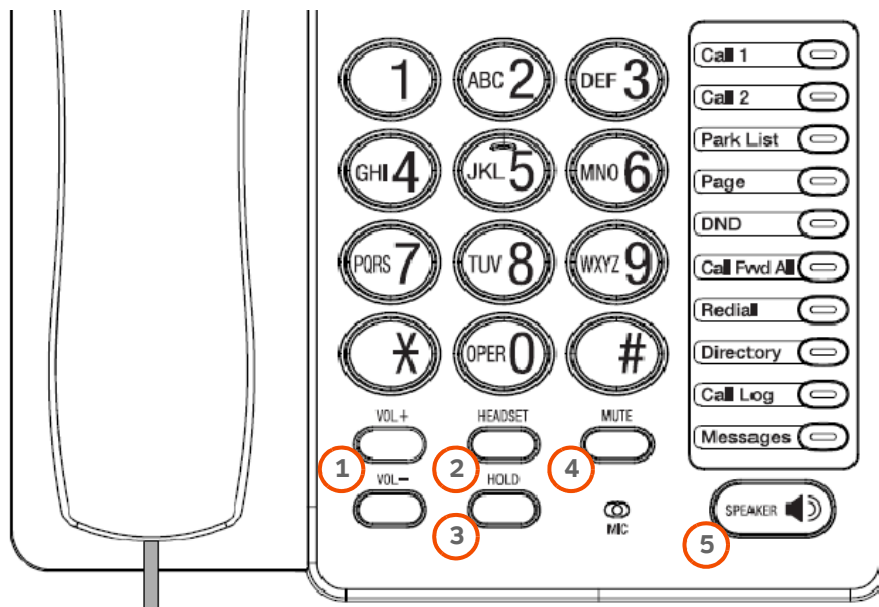


Figure 3. Deskset Function Keys

Table 3. Deskset Function Keys

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

Modes of Operation

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

You know your Deskset is in Call Appearance mode when the Idle screen displays **New Missed Calls** as shown in Figure 4. The Idle screen appears when the Deskset is first turned on and when there is no call activity. In Line Appearance mode, the Deskset does not display missed calls.

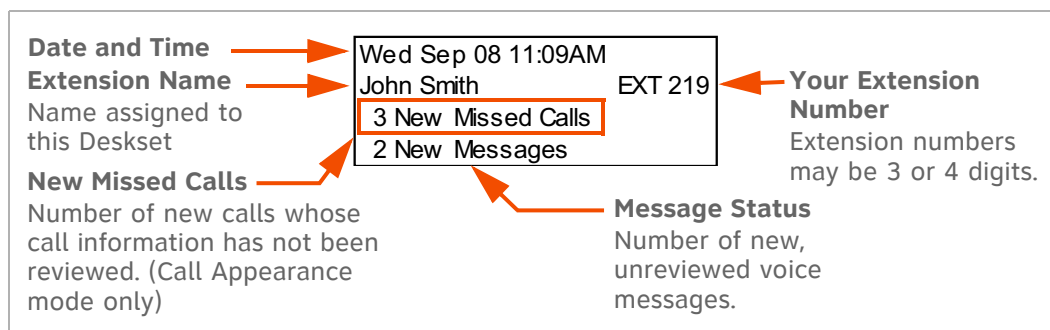


Figure 4. Idle Screen in Call Appearance mode

Call Appearance Mode

In Call Appearance mode, the system administrator can configure your Deskset with up to 10 virtual “lines” on which you can make and receive calls. These lines are called Call Appearances in this User's Guide. You can use Call Appearances for calls to and from external numbers (232-555-0176, for example) or other Synapse Deskset extensions (Extension 220, for example). You can access each Call Appearance by pressing a programmable feature key as shown in [Figure 2 on page 10](#). By default, the top two programmable feature keys on the SB67020/025 Deskset are Call Appearance keys.

Line Appearance Mode

In Line Appearance mode, each line also corresponds to a programmable feature key on the Deskset. These are called Line Appearance keys in this User's Guide. Unlike Call Appearance mode, each Line Appearance key represents an actual physical line connected to the PSTN Gateway (the Synapse system can have up to four PSTN Gateways providing up to 16 lines). The system administrator can configure your Deskset with up to 9 lines on which you can make and receive external calls. One programmable feature key is reserved for “Intercom” calls to other Synapse Deskset extensions.

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

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

Setting Your Password

You can protect your Deskset by setting a password that prevents other users from accessing your User Settings and voicemail. If you create a password, you will need to enter it before accessing User Settings, voicemail, and the WebUI. You will also need to enter your password before calling a restricted number. See [“Calling a Restricted Number” on page 31](#).

For more information, see [“Setting and Changing Your Password” on page 100](#).

Soft Keys

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

The soft key labels change according to the current task. For example, if you are holding a call, the key labels displayed are different from those displayed if you are making a call. See [“Appendix A: Soft Keys” on page 140](#) for an alphabetical list of the labels that appear above the soft keys.

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

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

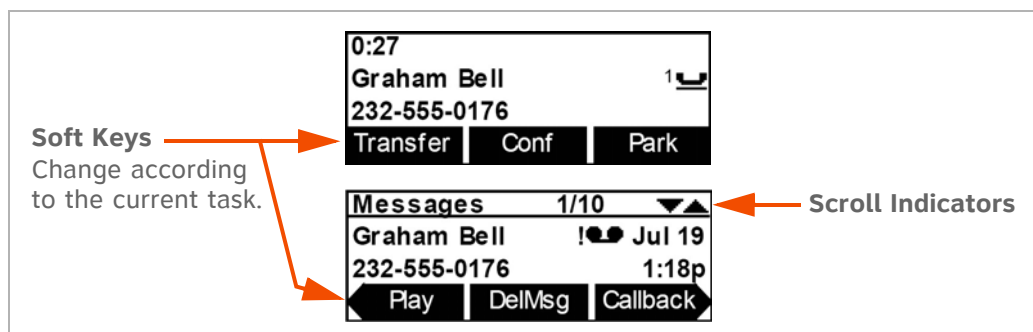


Figure 5. Soft Keys and Scroll Indicators

Scroll Indicators

When scroll indicators appear in the upper right-hand corner of the display, as shown in Figure 5, you can press  and  on the Navigation key to view the next entry or the next screen.

Deskset Status Indicators

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

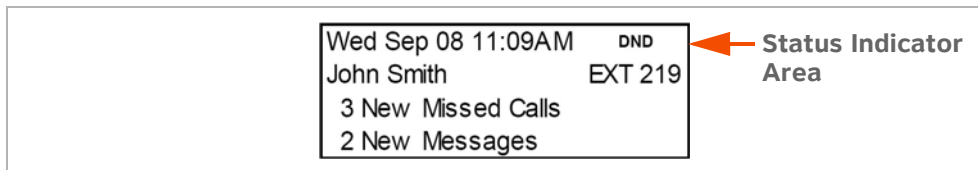


Figure 6. Sample Status Indicator

Table 4. Status Indicators

Icon	Status
1, 2, 3...	Indicates the number of the associated Call Appearance or Line Appearance key.
	Audible Ring Delay is 10 seconds. The number indicates the delay you have set.
	Ringer volume set to zero. The ringer is silent.
FWD	Call Appearance mode only —Call Forward All is ON.
ANS	Auto Answer is ON. See “Auto Answering” on page 38.
DND	Do Not Disturb is ON. See “Using Do Not Disturb (DND)” on page 106.
INT	Direct Intercom is ON. See “Answering Direct Intercom Calls” on page 39.
	Less than five minutes of voicemail recording time is available.
	Voicemail is full.

Call Indicators

When the Deskset has an incoming, ongoing, or Held call, information about the call appears on the display. The Deskset screen displays one call at a time. You can access each call by pressing a Call Appearance or Line Appearance key. The LEDs in these keys reflect the call status. See [“Call Status LEDs” on page 18](#).

During a call, icons show call status and soft keys show the optional actions to take as shown in Figure 7. The icon changes according to the call status. See [“Call Status Icons” on page 18](#) for a complete description of the available icons.

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

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

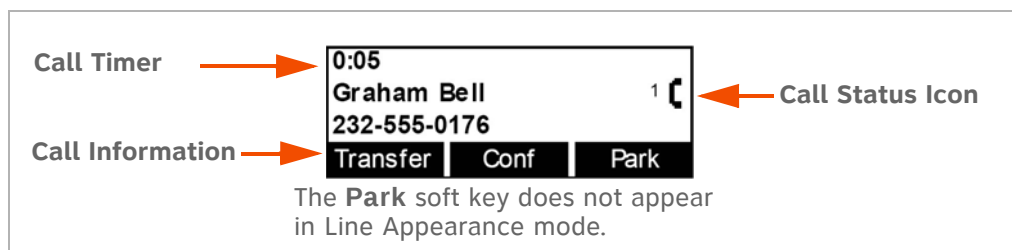


Figure 7. Active Call Screen (Call Appearance mode shown)

Call Indicators in Call Appearance mode

When there are multiple calls in Call Appearance mode, ▲ and ▼ icons indicate the presence of other calls.

Review calls by pressing △ or ▽ on the Navigation key shown in [Figure 2 on page 10](#). Reviewing calls does not access the calls. Press a Call Appearance key to answer a call or take a call off hold.

While you are on an active call and another call comes in, the incoming call screen takes over the display. You can:

- answer the call by pressing the flashing green Call Appearance key or by pressing **Answer**. The previous active call is put on hold.
- return to the active call screen by pressing **Ignore** (ringing is silenced) or by pressing △ or ▽ (the ringing continues). Unanswered incoming calls are forwarded according to the Call Forward–No Answer setting customized by the system administrator.
- forward the incoming call to voicemail by pressing **FwdVM**. Your conversation with the first call continues, but the screen stays with the second call. You can press:
 - **Clear** or △ or ▽ to return to the first call screen.
 - **Listen** to listen to the message that the second caller is leaving. The first call is put on hold.
 - **Answer** to interrupt the second caller's message and answer the call.

When all the Call Appearances are in use:

- You cannot start a new call by lifting the handset, or by pressing **SPEAKER** or **HEADSET**. Instead, the screen briefly displays **Call capacity reached**. Park or end a Call to make a Call Appearance available.
- Incoming calls are forwarded according to the Call Forward–No Answer setting customized by the system administrator. The default setting for Call Forward–No Answer is voicemail.



Call Indicators in Line Appearance mode

In Line Appearance mode, Line Appearance key LEDs indicate the presence of other calls.

While you are on an active call and another call comes in, the incoming call screen takes over the display. You can:

- answer the call by pressing the flashing green Line Appearance key or by pressing **Answer**. The previous active call is put on hold.
- return to the active call screen by pressing **Ignore**.

When all the lines are in use:

- You cannot start a new call by lifting the handset, or by pressing **SPEAKER** or **HEADSET**. Instead, the screen briefly displays **All Lines Busy**.
- Unanswered incoming calls are forwarded according to the Call Forward–No Answer setting customized by the system administrator. Each line can have a different forwarding destination. Unanswered Intercom calls are forwarded according to a separate Call Forward–No Answer setting also customized by the system administrator. This setting is specific to your Deskset.



Call Status Icons

Table 5 shows and describes the call status icons. The number beside an icon indicates the number of the associated Call Appearance or Line Appearance key. See *"Programmable Feature Keys" on page 19* for a complete description.

Table 5. Call Status Icons

Icon	Status	Icon	Status
	Off Hook Indicates that you have lifted the handset, pressed SPEAKER or HEADSET , or you are on a phone call.		Ringing call and silenced call Indicates an incoming call.
	Conference Indicates a conference call.		Ring Group or Call Queue Ringing Ring Group or Call Queue Silenced Indicates incoming Ring Group or (in Call Appearance mode) Call Queue calls.
	Conference On Hold Indicates you have put a conference call on hold.		On Hold Indicates you have put the call on hold.
	Call Screening Call Appearance mode only — Indicates the caller is leaving a message. You can answer the call, listen to the recording in progress, or return to the idle screen.		Call Forwarded Indicates an internal call forwarded beyond your originally dialed number.

Call Status LEDs

The Call Status LEDs flash to indicate call status as described in Table 6.

Table 6. Call Status LED Activity

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



Programmable Feature Keys

The Deskset has ten programmable feature keys as shown in [Figure 2 on page 10](#). In Call Appearance mode, key 1 (top) is a Call Appearance, and is not programmable. Your system administrator can program the other nine keys to be used as Call Appearances, function keys, or quick-dial keys. See ["Quick Dial" on page 113](#) to add quick-dial entries.

In Line Appearance mode, key 10 (bottom) is an Intercom key, and is not programmable. Press this key to call another extension. Your system administrator can program the other nine keys to access external lines or for other functions, including quick dial.

Table 7 and Table 8 list the default functions for the Programmable Feature keys in Call Appearance mode and Line Appearance mode. Your key assignments may be different. Table 9 on page 20 has a complete list of possible programmable feature key assignments.

Table 7. Programmable Feature Key Default Functions (Call Appearance Mode)

Key	Function Label	For more information, see...
1	Call 1 ^a	"Call Indicators" on page 15
2	Call 2	
3	Park List	"Accessing the Park List" on page 51
4	Page	"Sending a Page" on page 83
5	Do Not Disturb	"Using Do Not Disturb (DND)" on page 106
6	Call Forward All	"Call Forward All and Call Forward–No Answer" on page 94
7	Redial	"Accessing the Redial List" on page 53
8	Directory	"Using the Directory" on page 58
9	Call Log	"Using the Call Log" on page 78
10	Messages	"Voicemail Overview" on page 65

a. Non-programmable.

Table 8. Programmable Feature Key Default Functions (Line Appearance Mode)

Key	Function Label	For more information, see...
1	Line 1	"Line Appearance Mode" on page 12
2	Line 2	
3	Line 3	
4	Line 4	
5	Page	"Sending a Page" on page 83
6	Redial	"Accessing the Redial List" on page 53
7	Directory	"Using the Directory" on page 58
8	Call Log	"Using the Call Log" on page 78
9	Messages	"Voicemail Overview" on page 65
10	Intercom ^a	"Making an Intercom Call" on page 30

a. Non-programmable.



Programmable Feature Key LEDs

The programmable feature keys have two-color LEDs to signal the status of some functions. The LED flash patterns indicate call and feature status as described in Table 9.

Table 9. Programmable Feature Keys LED Activity

Key	LED Activity	Description
Call 1, Call 2, Call 3,..., Call 10 (Call Appearance mode only)	Off	No call
	Steady GREEN	Active call
	Quickly Flashing GREEN	Ringing call
	Slowly Flashing ORANGE	Held call
Line 1, Line 2, Line 3... (Line Appearance mode only)	Off	No call
	Steady GREEN	Active call
	Quickly Flashing GREEN	Ringing call
	Slow Flash GREEN	Call held at your Deskset
	Steady ORANGE	Active call at another Deskset
	Flash ORANGE	Held call at another Deskset
Extension Monitor (monitors activity at another extension)	Off	No call
	Steady GREEN	Active call, or paging
	Quickly Flashing GREEN	Ringing call
	Slow Flash GREEN	Call held
	Steady ORANGE	Do Not Disturb (DND) ON
	Quickly Flashing ORANGE	Incoming call with DND ON
Park List (Call Appearance mode only)	Off	Not applicable
Page	Off	No page
	Steady GREEN	Making page
	Quickly Flashing GREEN	Receiving page
Do Not Disturb	Off	DND off
	Steady ORANGE	DND on
Call Forward All (Call Appearance mode only)	Off	Call Fwd All OFF
	Steady ORANGE	Call Fwd All ON
Redial	Off	Not applicable
Directory	Off	Not applicable
Call Log	Off	No new calls
	Steady ORANGE	One or more new missed calls
Messages	Off	No new messages
	Steady ORANGE	One or more new messages
Call Queue (Call Appearance mode only)	Off	No calls waiting
	Slowly Flashing ORANGE	One or more calls in the queue



Table 9. Programmable Feature Keys LED Activity (Continued)

Key	LED Activity	Description
Auto Attendant (Call Appearance mode only)	Off	Not applicable
Quick Dial	Off	Not applicable
Held Calls list (Line Appearance mode only)	Off	Not applicable
Intercom (Line Appearance mode only)	Steady GREEN	Active call
	Quickly flashing GREEN	Incoming call
	Slowly flashing GREEN	Held call
Help	Off	Not applicable

Dial-Pad Entry

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

**Figure 8. Dial Pad**

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

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

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

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

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

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

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



Using the Speakerphone

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

To use the speakerphone:

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

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

Using Help Screens

You can view Help on the Deskset screen. These are very brief descriptions of how to use some of the features.

To use the Deskset Help:

1. Press **MENU**, then **1**, and then **0**.

A menu of help items appears.



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

About the Auto Attendant

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

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

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

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



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

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

Caller Options

Until callers get through to a live person, they can press **0** at any time to redirect their call to the system operator, if the system administrator has enabled this feature.

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

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

TL7600 Cordless Headset (SB67025 Only)

This optional Cordless Headset, shown in Figure 9, provides a 500-foot range and easy one-button answering once it is registered to your SB67025 Deskset. Use your Deskset to register your Cordless Headset. See [“Registering an Optional Cordless Headset \(SB67025 Only\)” on page 102](#).



Figure 9. Optional TL7600 Cordless Headset

Cordless Headset Description



NOTE

The registration process described in the manual that comes with the Cordless Headset is not appropriate for the Deskset, which requires a different process. The correct process is described in *"Registering an Optional Cordless Headset (SB67025 Only)" on page 102.*

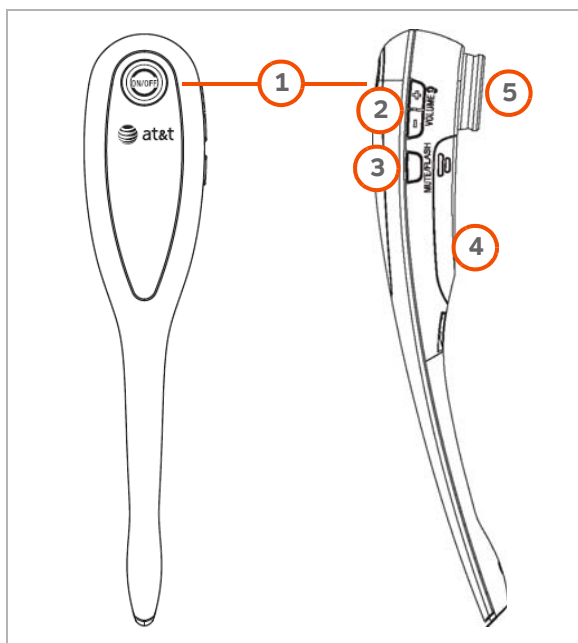


Figure 10. TL7600 Cordless Headset Features

- | | |
|-------------------------|---|
| 1. ON/OFF | <p>Press to make or answer a call, and to end a call.</p> <p>The light is on when the headset is charging in the headset charger.</p> <p>The light flashes slowly when you are on a call and flashes quickly when there is an incoming call.</p> <p>NOTE: To answer a call while you are already on a call, press ON/OFF. The first call is dropped. Press ON/OFF to answer the next call.</p> |
| 2. VOLUME +/- | <p>Press the volume key on the side of the headset to adjust the listening volume when on a call.</p> |
| 3. MUTE/FLASH | <p>Press to mute the microphone during a call. The headset beeps every 10 seconds while the microphone is muted.</p> <p>Press to mute the ringtone in the earpiece when there is an incoming call.</p> <p>The headset FLASH feature does not operate with the SB67025 Deskset.</p> |
| 4. Battery Cover | <p>Open to install or replace the battery.</p> |
| 5. Earpiece | <p>When you receive calls, the headset earpiece plays a ringtone. The headset does not have an external ringer.</p> |



Cordless Headset Operation

Table 10. TL7600 Cordless Headset Operation

Function	Operation
Ringtone silencing	Press MUTE/FLASH to temporarily silence the ringtone in the headset earpiece. This silences the ringtone without disconnecting the call. The next incoming call rings normally at the preset volume.
Volume control	While on a call, use the VOLUME +/- keys on the side of the headset to adjust the listening volume.
Mute	Press MUTE/FLASH to turn the headset microphone on or off. When mute is on, there is a short beep every 10 seconds until mute is turned off.
	 The MUTE button on the Deskset does not mute the Cordless Headset. NOTE
Answering a call	Press ON/OFF on the headset.
Ending a call	Press ON/OFF on the headset.
Auto off	A call ends automatically when you put the headset in the charger.
Alert tones	You hear three short beeps when: ■ VOLUME +/- keys are pressed when the volume is already at its highest or lowest setting. ■ The headset is not registered and the headset ON/OFF button was pressed. ■ The headset has gone out of range from the Deskset during a call.
Low battery warning	You hear 1 short beep every 20 seconds when the battery is low.
Key beep	You hear 1 short beep when pressing the headset ON/OFF key to start or end a call.
ON/OFF light status	On—Headset is registered to the Deskset and is charging in the headset charger.
	Flashes quickly—There is an incoming call.
	Flashes three times followed by a pause—The battery level is very low. The cycle repeats three more times before the headset shuts down.
	Flashes twice in orange and blue every five seconds—The headset is not registered.
	Flashes every 20 seconds—The battery is low and needs to be charged in the headset charger.
	Flashes every three seconds—The headset is in use.



CHAPTER 2

OUTGOING CALLS

The SB67020/025 Deskset provides several methods for making a call. If you are in Idle mode or have calls on hold, you can predial a phone number and then go off hook to call the number. You can make a call at any time by choosing an off-hook method, then dialing a number. This is referred to as Live Dialing. You can also predial or live dial using phone numbers from lists, such as the Directory, Call Log, Redial, quick dial, and Messages.

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

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

- [“Active Call Screen” on page 27](#)
- [“Predialing” on page 27](#)
- [“Live Dialing” on page 28](#)
- [“Making a Call from a List” on page 28](#)
- [“Calling a Busy Extension” on page 29](#)
- [“Making an Intercom Call” on page 30](#)
- [“Calling a Restricted Number” on page 31](#)
- [“Making Calls with the Optional TL7600 Cordless Headset \(SB67025 Only\)” on page 32.](#)



Active Call Screen

The Active Call screen, as shown in Figure 11, appears while you are on a call.

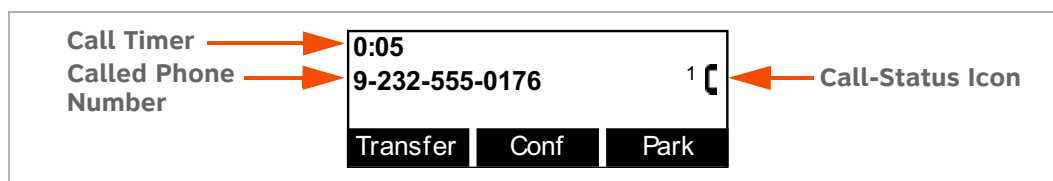


Figure 11. Active Call Screen (Call Appearance Mode Shown)

Table 11. Active Call Screen Description

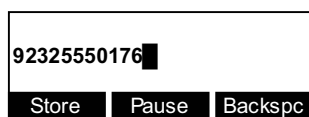
Key	Description
Transfer	Begins transfer of a call.
Conf	Begins a conference call.
Park	Call Appearance mode only —Parks an external call.
Flash	Line Appearance mode only —Simulates a hook flash, which signals your telephone service provider to activate a feature (external calls only).

Predialing

Predial is only available when the Deskset is idle or when all calls are on hold. In Predial mode, there is no dial tone. You can only predial one phone number at a time. To begin Predial, press a dial-pad key.

To make a Predial call:

- Using the dial pad, enter the phone number (for example: **9-232-555-0176**). The predial screen appears.



For external calls, dial **9** or whatever digit, if any, that must be dialed first.

Before you call the number, you can press:

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



Live Dialing

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

To dial a live number:

- Do one of the following to go off hook (to hear the dial tone) from Idle mode:
 - Lift the handset.
 - Press **SPEAKER** or **HEADSET**.
 - Press an available Call Appearance or Line Appearance key.
- Enter the number you want to dial.
 - Call Appearance mode only**—For external calls, enter **9** or whatever digit, if any, that must be dialed first.

92325	1
ExtList	ParkList Page

The Active Call screen appears (Call Appearance mode shown).

0:05	1
9-232-555-0176	
Transfer	Conf Park



NOTE

You can also make a call by pressing a quick-dial key if your Deskset has any quick-dial keys configured.

If your Deskset has an Extension Monitor key configured, you can press it to dial the extension that your Deskset monitors.

Making a Call from a List

To make a call from a list:

- Access the desired list entry. For example, in Call Appearance mode, press **MENU**, then **1**, and then **7**. The **Directory** screen appears. See [“Accessing Items in Lists” on page 50](#).

Directory	1/104	▼▲
Graham Bell		
92325550176 <PER>		
New	LastNme	Call

- Press ▼ or ▲ until the desired entry appears.
- Press **Call** or **SELECT** to dial the displayed number. The Deskset dials the number and the Active Call screen appears (Call Appearance mode shown).

0:23	1
Graham Bell	
9-232-555-0176	
Transfer	Conf Park





Phone numbers are dialed as they appear in the lists. **Call Appearance mode only**—For external calls, enter **9** or whatever digit, if any, that must be dialed before the phone number. When you dial from the Call Log, any required external calling prefix is automatically added.

Calling a Busy Extension

If you call an extension that is on a call or busy, your Deskset displays the Extension Status screen, shown in Figure 12. The Extension Status screen notifies you that the other party may not be available to answer your call. When the Extension Status screen appears, you can choose to call the other Deskset anyway, or go directly to the Deskset's voicemail.



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

If the other extension is on an active call or is paging, the Extension Status reads **on a call**.

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

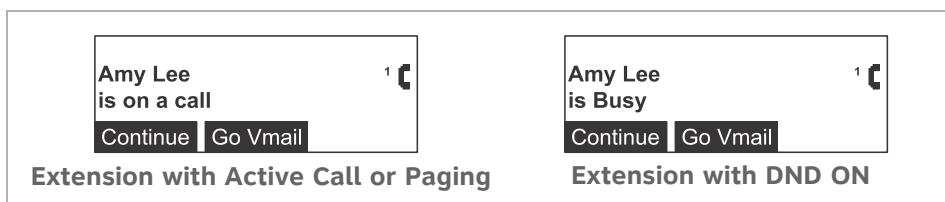


Figure 12. Extension Status Screens

When the Extension Status screen appears, you can press:

- **Continue** to call the other extension. Your incoming call appears on the other Deskset's screen.
- **Go Vmail** to go directly to the other extension's Personal Mailbox. If you leave a message, the other extension displays a New Message notification on the Deskset Idle screen.
- **CANCEL** or hang up using the handset or **SPEAKER** key to return your Deskset to the previous screen.



Making an Intercom Call



Intercom Calls apply to Line Appearance mode only.

To make an internal (extension-to-extension) call, you must press the Intercom key. By default, programmable feature key 10 is an Intercom key, as shown in Figure 13, but your system administrator can configure additional Intercom keys to give you more Intercom lines.

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

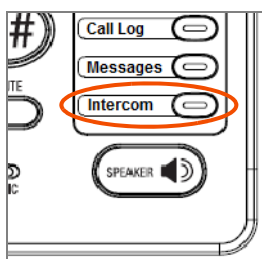


Figure 13. Intercom Programmable Feature Key

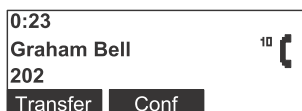
To make an intercom call:

1. With the Deskset in Idle mode, go off hook by lifting the handset, pressing **SPEAKER**, or by some other method.
2. If necessary, press the **INTERCOM** key, then dial the extension number.



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

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



Calling a Restricted Number



NOTE

Call Restriction Settings apply to Call Appearance mode only.

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

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

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

To call a restricted number, you must create a User Password on the User Settings menu or the WebUI. To create a User Password, see [“Setting and Changing Your Password” on page 100](#).

Calling Restricted Numbers on Your Extension

You cannot complete a call to a number that the system administrator has restricted for your Deskset. If you dial a restricted number and go off hook, a password screen appears. After you enter your extension number and password, the **Restricted Call** screen appears, as shown in Figure 14.

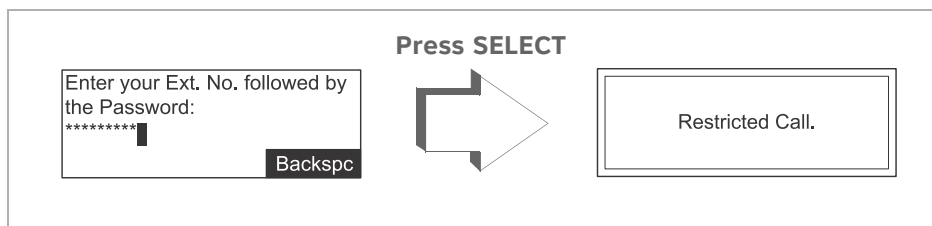


Figure 14. Restricted Call

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

Calling Restricted Numbers Using Another Extension

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

To make a restricted call:

1. On a Synapse Deskset other than your own, dial the number as described in [“Predialing” on page 27](#) or [“Live Dialing” on page 28](#).

If the number is restricted on the Deskset, the **Restricted Call** screen appears as shown in Figure 14.

2. Enter your own extension number and user password.

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



Making Calls with the Optional TL7600 Cordless Headset (SB67025 Only)

If you have an optional TL7600 Cordless Headset registered to your SB67025 Deskset, then you can make calls with the headset. Use the Deskset dial pad to dial the number.

To make a call with the Cordless Headset:

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



2. Dial the extension or phone number on the Deskset.
3. Press **on/OFF** on the headset to end the call.

OR

1. Predial the extension or phone number on the Deskset.
2. Press **ON/off** on the headset to initiate dialing and transfer the audio to the headset.
3. Press **on/OFF** on the headset to end the call.

CHAPTER
3

INCOMING CALLS

When a call comes in, the Deskset rings and the incoming call information appears as shown in [Figure 15 on page 34](#). The screen displays the caller's name and number (if available). If there is more than one incoming call, the new calls are assigned to Call Appearance/Line Appearance keys while the oldest call remains on the screen. You can answer or ignore each call.

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

The following sections describe handling incoming calls:

- ["Incoming Call Screen" on page 34](#)
- ["Incoming Call Indication" on page 34](#)
- ["Answering a Call" on page 35](#)
- ["Ignoring a Call" on page 36](#)
- ["Forwarding All Calls" on page 36](#)
- ["Call Screening" on page 37](#)
- ["Auto Answering" on page 38.](#)



Incoming Call Screen

The incoming call and Active Call screens are shown in Figure 15.

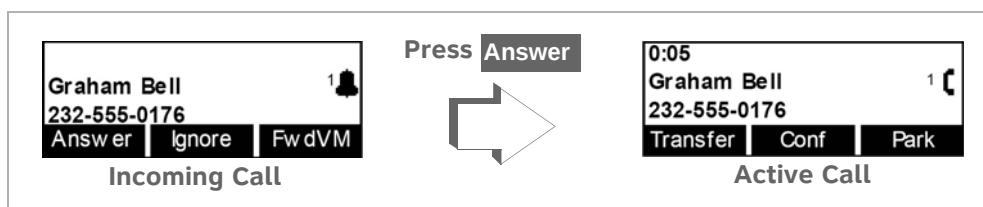


Figure 15. Incoming Call and Active Call

Table 12. Incoming Call Screen Soft Keys

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

Incoming Call Indication

When there is an incoming call, the Deskset rings. See [“Sounds” on page 98](#).



NOTE

Do Not Disturb and Ring Delay both affect the onset of ringing. See [“Using Do Not Disturb \(DND\)” on page 106](#) and [“Sounds” on page 98](#).

When there are no active or held calls, an incoming call screen appears, as shown in Figure 16.

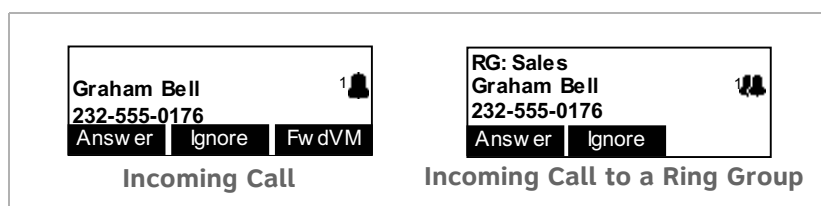


Figure 16. Incoming Call Screens (Call Appearance Mode shown)

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

If you receive a call while you are on an active call or live dialing, the new incoming call screen is displayed.

To switch to one of the other calls:

- **Call Appearance mode**—Press ∇ or $\triangle$ and then **SELECT**.
- Press the associated Call Appearance or Line Appearance key.



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

Incoming Calls in Line Appearance Mode

The incoming call screen appears as shown in Figure 16, except that the **FwdVM** soft key does not appear.

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

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

Answering a Call

To answer a call:

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

- Lift the handset.
- Press **Answer** to answer using the Preferred Audio method. See [“Preferred Audio Mode” on page 99](#).
- Press **SPEAKER** to use the speakerphone.
- Press **HEADSET** to use a headset. See [“Call Management Using a Headset” on page 49](#).
- For multiple incoming calls, press the corresponding Call Appearance or Line Appearance key to answer each call. New calls remain in the display until you answer or until you press **Ignore**.

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



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

If Auto Answer is enabled, the call is automatically answered after the set time delay. See [“Auto Answering” on page 38](#).

Once you answer a call:

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

If your Deskset is configured to monitor another extension, you can answer a call while it is ringing at the monitored extension. For more information, see [“Programmable Feature Key LEDs” on page 20](#).



To answer a remote call:

1. On your Deskset, press the flashing green programmable feature key.

Your Deskset answers the call in its Preferred Audio Mode (Speaker or Headset). At the monitored extension, a **Call answered by Ext. nnn** message appears.

Ignoring a Call

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

- Once a call is ignored:
 - The **Ignore** key is no longer available on the incoming call screen.
 - The Call Appearance or Line Appearance LED continues to flash.
 - You can press the **Answer** key or the flashing Call Appearance key or Line Appearance key to answer the incoming call.
 - Going off hook does not answer the call, but starts a new call on the next available Call Appearance or Line Appearance.

**NOTE**

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

Forwarding All Calls

**NOTE**

This feature applies to Call Appearance mode only.

You can forward all incoming calls to the destination that you specified in the User Settings. See [“Call Forward All and Call Forward–No Answer” on page 94](#).

To forward all calls:

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

- The Call Forward indicator (**FWD**) appears.

Wed Sep 08 11:09AM	FWD
John Smith	EXT 219
3 New Missed Calls	
2 New Messages	

- Press **MENU**, then **1**, and then **6** again to cancel forwarding all calls.



Call Screening



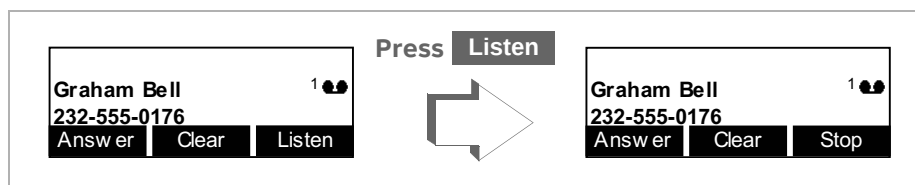
This feature applies to Call Appearance mode only.

NOTE

When an incoming call goes to voicemail, the Message icon (📞) indicates that recording is in progress. You can listen to the recording in progress and interrupt it at any time by answering the call. If another incoming call occurs while screening a call, the Deskset screen displays the new call.

To screen a call:

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



- Press **Answer** to interrupt the recording and talk to the caller.
- Press **Clear** to cancel call screening for this call and return to the previous screen.
- Press **Stop** to stop listening to the message being recorded.



Auto Answering

You can set your Deskset to answer calls automatically, without your having to touch the phone to answer. See [“Automatic Answering” on page 95](#). When you enable Auto Answer, **ANS** appears at the top of the Deskset screen as shown in Figure 17 unless **DND** and **FWD** are active, since Auto Answer is disabled when they are on.

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

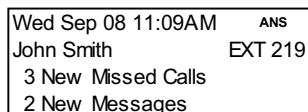
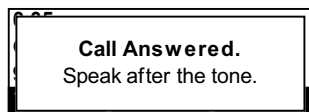


Figure 17. Auto Answer Enabled

To respond to an Auto Answered call:

In Idle mode, all incoming calls ring for the amount of time specified in the Auto Answer Delay. See [“Automatic Answering” on page 95](#). After the last ring, a two-second notification screen appears, and you hear a warning tone.



Talk after the tone.



If the Auto Answer Delay is set to zero, you hear no ring. Instead, the **Call Answered** screen appears and you hear the warning tone.

If you do not want the Deskset to automatically answer the call, you can press **IGNORE** to send the call to the Call Forward–No Answer target. See [“Call Forward All and Call Forward–No Answer” on page 94](#). In Call Appearance mode, you can press **FwdVM** to send the call to voicemail immediately.

If there are multiple incoming calls, Auto Answer applies to the first (oldest) incoming call. Subsequent incoming calls are handled according to the Call Forward–No Answer setting.

Auto Answer does not apply to Ring Group calls.



Answering Direct Intercom Calls

**NOTE**

This feature applies to Call Appearance mode only.

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

Your Deskset responds to Direct Intercom calls the same way it does to Auto Answered calls. For more information, see [“Auto Answering” on page 38](#).

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

Answering Calls in the Call Queue

**NOTE**

This feature applies to Call Appearance mode only.

Your system administrator may have set up your Deskset as a Call Queue Agent. Incoming calls are directed to your Deskset and all other assigned Call Queue Agents.

Answering Calls from Idle Mode

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

To answer a call in the Call Queue:

1. Answer incoming Call Queue calls as described in [“Answering a Call” on page 35](#).

If no one answers an incoming call from the Call Queue, it rings indefinitely. Call Forward–No Answer rules (see [“Call Forward All and Call Forward–No Answer” on page 94](#)) do not apply to calls that are directed to Call Queue extensions.

**NOTE**

Your system administrator can configure a wrap-up time, which defines a period during which your Deskset will not ring for another queued call after you complete a Call Queue call.

Depending on how your system is set up, calls from the Call Queue may ring at your Deskset while you are on a call that isn't from the Call Queue.

Viewing the Queued Calls List

When all Call Queue Agents are busy, incoming calls are held in the Call Queue. If your system administrator has set a programmable feature key as a Call Queue key, the LED flashes orange slowly when calls are waiting in the Call Queue. You can view and answer queued calls from the **Queued Calls** list. For more information, see [“Accessing the Queued Calls List” on page 51](#).



CHAPTER
4

CALL MANAGEMENT

This chapter describes the call management features of the SB67020/SB67025 Deskset. The Deskset enables you to put calls on hold, transfer calls, park calls, and create conference calls.

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

- [“Call Management” on page 41](#)
- [“Putting a Call on Hold in Call Appearance Mode” on page 41](#)
- [“Putting a Call on Hold in Line Appearance Mode” on page 42](#)
- [“Transferring a Call in Call Appearance Mode” on page 43](#)
- [“Transferring a Call in Line Appearance Mode” on page 45](#)
- [“Making a Conference Call” on page 46](#)
- [“Parking a Call” on page 48](#)
- [“Call Management with One Call Appearance” on page 49](#)
- [“Call Management Using a Headset” on page 49.](#)



Call Management

Call management begins with the Active Call screen shown in Figure 18. The Call Status icons are described in [“Call Status Icons” on page 18](#).

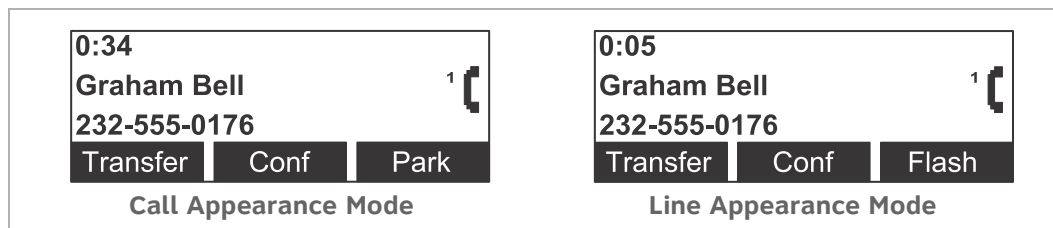


Figure 18. Active Call Screen

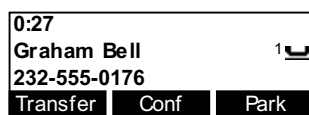
Table 13 Active Call Screen Description

Key	Description
Transfer	Begins transfer of a call.
Conf	Begins a conference call.
Park	Call Appearance mode only —Parks a call.
Flash	Line Appearance mode only —Simulates a hook flash, which signals your telephone service provider to activate a feature (external calls only).

Putting a Call on Hold in Call Appearance Mode

To hold calls and manage held calls:

- When you are on an active call, press **HOLD**.
 - The Held Call Appearance icon  appears.



- After the call has been on hold for a delay period set by your system administrator (the default setting is three minutes), the Deskset reminds you with a brief ring every 30 seconds.
- When a call is on hold, you can use the programmable feature keys or the Deskset Menu to access other functions.
- When a call is on hold, you can also press:
 - Transfer** to start transferring the call
 - Conf** to start a conference call
 - Park** to park the call.



2. To take the call off hold, display the call on screen and then press **SELECT**, or press the associated Call Appearance key.



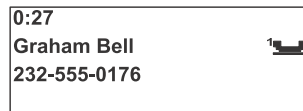
Lifting the handset, or pressing **SPEAKER** or **HEADSET**, takes you off hook on an idle line; it does not take the displayed call off of hold.

Putting a Call on Hold in Line Appearance Mode

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

To hold calls and manage held calls:

1. When you are on an active call, press **HOLD**.
 - The Held Call icon  appears and the Line Appearance LED flashes green.



- On other Desksets that are assigned that line, the Line Appearance LED flashes orange. Someone at any other Deskset assigned that line can press the flashing orange Line Appearance key to take the call off hold, making it an active call on their Deskset.
 - All Desksets, including those that are not assigned that line, can view and take your call off hold from the Held Calls list. See ["Accessing the Held Calls List" on page 55](#).
 - When you put an Intercom call on hold, only you can take the call off hold.
 - When a call is on hold, you can use the programmable feature keys or the Deskset Menu to access other functions.
 - After the call has been on hold for a delay period set by your system administrator (the default setting is three minutes), the Deskset rings to remind you that the call is still on hold.
2. To take the call off hold, press **SELECT** or press the Line Appearance key for that call.



Transferring a Call in Call Appearance Mode

You can transfer an active or a held call to:

- an internal extension or external number
- an extension's voicemail, Group Mailbox (if available), or your Personal Mailbox
- an Auto Attendant
- a Call Queue or Ring Group (if available).

The transfer recipient does not have to talk to you before receiving the transferred call. If you do not talk to the transfer recipient before transferring the call, you are making an "unsupervised" transfer. If you talk to the transfer recipient before completing the transfer, you are making a "supervised" transfer.

You can transfer a call to an external number only if this function has been enabled by your system administrator. The call transfer function is enabled by default.

To transfer a call:

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

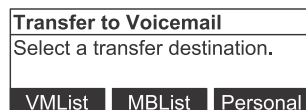


2. Select a transfer target. You can:
 - dial an external number (as shown below) or an extension, or make a call from a list by pressing **ExtList** or **ParkList**. Go to Step 3.



When the new call is established, you can speak to the person to whom you are transferring the call and announce the transfer. If you decide not to complete the transfer, you can cancel the Transfer Setup screen on the first call by pressing **CANCEL**. The first call remains on hold.

- transfer the call directly to voicemail by pressing **VMail**. The **Transfer to Voicemail** screen appears, on which you can press:
 - **VMList** to select an extension's Personal Mailbox
 - **MBList** to select a Group Mailbox (if available)
 - **Personal** to transfer the call to your Personal Mailbox.



- press  to view the next set of transfer options, which includes:
 - **AutoAtt** to select an Auto Attendant to which to transfer the call.
 - **Call Q** to select a Call Queue (if available) to which to transfer the call. All available phones in the selected Call Queue ring immediately.
 - **RingGrp** to select a Ring Group (if available) to which to transfer the call.
- 3. To complete the transfer, press **Transfer**.



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



Transferring a call to a busy extension

If you try to transfer a call to an extension in your office that is on an active call or is paging, the Extension Status screen reads **on a call**, as shown in Figure 19.

If the other extension has Do Not Disturb ON, the Extension Status screen reads **Busy**, as shown in Figure 19.

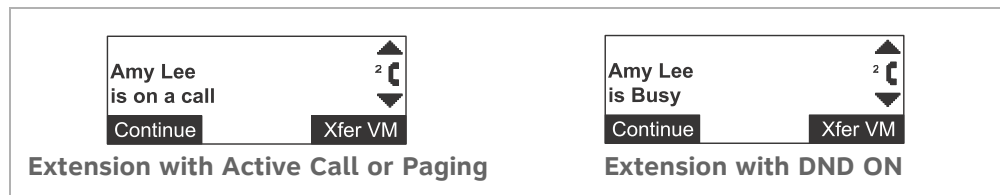


Figure 19. Extension Status Screens

You can press:

- **Continue** to call the other extension. Your incoming call appears on the other Deskset's screen, and the other party can answer your call if they wish.
- **Xfer VM** to transfer the waiting party directly to the other extension's Personal Mailbox.



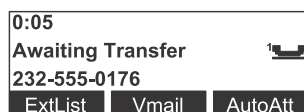
Transferring a Call in Line Appearance Mode

You can transfer an active call to:

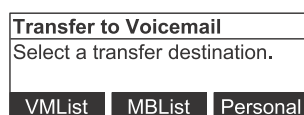
- an internal extension
- an external number, if this function has been enabled by your system administrator
- another extension's voicemail, Group Mailbox, or your Personal Mailbox
- an Auto Attendant.

To transfer a call:

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



2. Select a transfer target. You can:
 - press the Intercom key and dial an extension number.
 - press an available Line key and dial an external number. Depending on your system configuration, transferring calls to an outside line may be disabled.
 - call a number from a list. For example, press **ExtList** and select an extension to call.
 - take a held call off hold or access the Held Calls list (**MENU** → **1** → **1**) to retrieve a held call
 - transfer the call directly to voicemail by pressing **Vmail**. The **Transfer to Voicemail** screen appears, on which you can press:
 - **VMList** to select an extension's Personal Mailbox
 - **MBList** to select a Group Mailbox (if available)
 - **Personal** to transfer the call to your Personal mailbox.



- Press **AutoAtt** to select an Auto Attendant to which to transfer the call
3. When the new call is established, you are ready to transfer the first call. You can:
 - speak to the person to whom you are transferring the call and announce the transfer.
 - cancel the Transfer Setup screen on the first call by pressing **CANCEL**. The call remains on hold.
4. To complete the transfer, press **Transfer**. A **Call Transferred** screen appears for two seconds. When the transfer is complete, the screen returns to Idle mode.

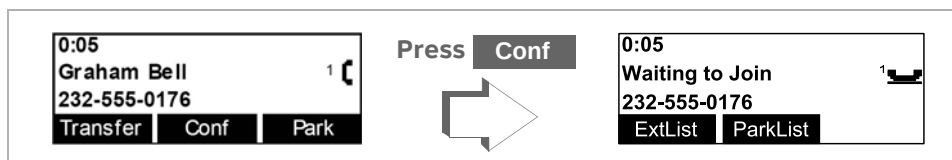


Making a Conference Call

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

To make a conference call:

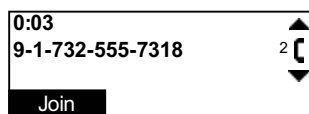
1. Press **Conf** from an Active Call screen. The call is automatically put on hold and the Conference Setup screen appears.



2. Establish a second call. You can dial the second call normally, as shown below, or you can select a held call and take it off hold, or you can start the second call from a list. See ["Accessing Items in Lists" on page 50](#).

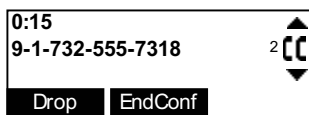


When the second call has been established, the **Join** soft key appears.



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

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



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



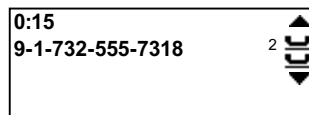
Putting a Conference on Hold

The picture below shows Call Appearance mode, but the procedure is the same in Line Appearance mode.

To put a conference on hold:

1. Press **HOLD**.

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



NOTE **Conf** is unavailable during an active call if you have another conference on hold.

A conference is automatically put on hold when you:

- Press an available Call Appearance or Line Appearance key to start a new call.
- Answer an incoming call.

To take a conference call off hold:

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

Ending a Conference

To end a conference:

From the Conference screen, you can press:

- **EndConf** to end the conference. Both calls hang up and your Deskset returns to the Idle screen or the Call Appearance or Line Appearance you were on before the conference call.
- ∇ or $\triangle$ (Call Appearance mode) or press the Line Appearance key (Line Appearance mode) to display the call you want to end, and then press **Drop**. The other call remains active.



Parking a Call



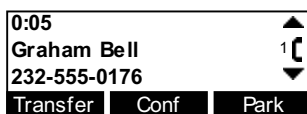
NOTE

This feature applies to Call Appearance mode only.

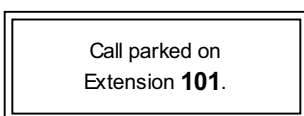
Parking a call is similar to putting a call on Hold, but any extension on the system can retrieve a parked call. You can park external calls only.

To park a call:

1. Press ∇ or $\triangle$ to display the active or held external call you want to park.
2. Press **Park**.



The **Call parked** screen appears for five seconds, then the Idle screen appears.



If no one retrieves the parked call after a time delay set by your system administrator, your Deskset rings and the parked call appears. To answer the call, press **Answer**.



Retrieving a Parked Call

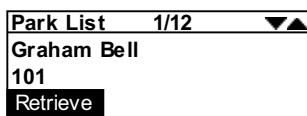
You can retrieve parked calls from any extension in the system.

To retrieve a parked call:

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

OR

1. Press **MENU**, then **1**, and then **2** to display the **Park List** screen.



2. Press $\triangle$ or ∇ to display the desired entry.
3. Press **Retrieve** to retrieve the parked call. The Active Call screen appears.



Call Management with One Call Appearance



This section applies to Call Appearance mode only.

If your system administrator has configured your Deskset with one Call Appearance key, some features are restricted. These restrictions also apply when the Deskset has more than one Call Appearance key, and all Call Appearances are occupied.

- If you are on an active call, held call, or incoming call, additional incoming calls cannot be received. Callers are forwarded straight to the Call Forward – No Answer destination. You also cannot screen calls.
- When the Call Appearance is occupied, you cannot dial or predial.
- When the Call Appearance is occupied, if you attempt to call a number from a list (such as the Call Log), or if you attempt to transfer a call or start a conference call, a screen such as the **Call capacity reached** screen appears.

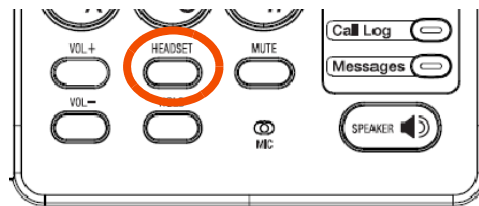
Call capacity reached.

Call Management Using a Headset

You can use a corded or cordless headset with the SB67020/025 Deskset. A corded headset can be plugged into the headset jack on the back of the Deskset. The cordless headset must provide its own wireless radio in a base that is plugged into the headset jack. If the headset is a compatible AT&T DECT Cordless Headset, it can be registered to a SB67025 Deskset and no other connections are required. See [“Registering an Optional Cordless Headset \(SB67025 Only\)” on page 102](#).

To use a headset:

- From Idle mode or during a call using the handset or speakerphone, press **HEADSET**.



If you have a headset connected to the jack on the back of the Deskset, then that headset becomes active.

If you have a AT&T DECT Cordless Headset registered to the Deskset, then the Cordless Headset becomes active.

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



CHAPTER
5

ACCESSING ITEMS IN LISTS

The Deskset has lists of phone numbers that are used for making calls and for call management. Some of the lists, like Voicemail, have other features associated with them that are explained elsewhere in this guide. In this chapter, you learn how to access an individual item in a list. All instructions start from the Idle screen.

The Deskset may provide access to the following lists:

- **Call Queue List**—See *"Accessing the Queued Calls List" on page 51*
- **Park List**—See *"Accessing the Park List" on page 51*
- **Directory List**—See Chapter 6, *"Directory" on page 57*
- **Voicemail List**—See Chapter 7, *"Voicemail" on page 64*
- **Call Log**—See Chapter 8, *"Call Log" on page 77*
- **Extension List**—See *"Accessing the Extension List" on page 52*
- **Redial List**—See *"Accessing the Redial List" on page 53*
- **Held Calls List**—See *"Accessing the Held Calls List" on page 55.*



Accessing the Queued Calls List



NOTE This feature applies to Call Appearance mode only.

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

Your system administrator can set up a programmable feature key as a Call Queue key. The Call Queue key LED flashes orange slowly when there are calls waiting in the Call Queue. You can press the key to access the Queued Calls list.

To access the Queued Calls list:

1. Press **MENU**, then **1**, and then **1**. The **Queued Calls** list appears.

Queued Calls: 2	
Graham Bell	3:32
Charlie Johnson	1:04
Retrieve	Details

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

2. Press ∇ or $\triangle$ to highlight the desired entry.
3. Press:
 - **Retrieve** or **SELECT** to answer the queued call.
 - **Details** to view the caller's phone number.

11:23a Fri Oct 29	
Graham Bell	3:32
232-555-0176	
Retrieve	

- **CANCEL** to return to the **Queued Calls** list without answering the call.

Accessing the Park List



NOTE This feature applies to Call Appearance mode only.

Use the **Park List** screen to access parked calls from any extension. See ["Parking a Call" on page 48](#).

Your Deskset may have a programmable feature key set up as a Park List key. You can press the key to access the Park List.



To access an entry in the Park List:

1. Press **MENU**, then **1**, and then **2**. The **Park List** appears.

Park List	1/12	▼▲
Graham Bell		
101		
Retrieve		

2. Press ▼ or ▲ until the desired entry is on the screen.
3. Press **Retrieve** or **SELECT** to answer the parked call.

Press **CANCEL** at any time to return to the Idle screen.

Accessing the Extension List

You can access the Extension List as part of the Directory when the phone is idle. See [“Using the Directory” on page 58](#). When you go off-hook, you can access the Extension List using the **ExtList** soft key that appears.

To access the Extension List:

1. **Call Appearance mode:** Lift the receiver or press **SPEAKER** to go off hook.

Line Appearance mode: Lift the receiver or press **SPEAKER**, then press the **Intercom** key.

The Dialing screen appears (Call Appearance mode shown).

		1☎
ExtList	ParkList	Page

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

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

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

**NOTE**

You can also access the Extension list from the following:

- **Transfer**—See [“Transferring a Call in Call Appearance Mode” on page 43](#) and [“Transferring a Call in Line Appearance Mode” on page 45](#).
- **Conference Setup**—See [“Making a Conference Call” on page 46](#).



Accessing the Redial List

The last 20 phone numbers that you dialed are recorded in the Redial list, as shown in Figure 20 and described in Table 14.

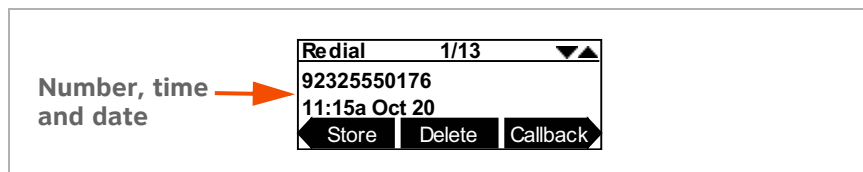


Figure 20. Redial List

Table 14. Redial List Function

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

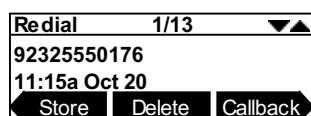
Dialing a Redial Number

To dial a Redial number:

1. **Call Appearance mode**—Press **MENU**, then **1**, and then **9**.

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

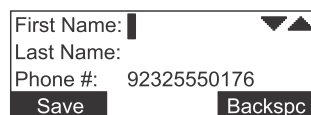
The Redial list appears.



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



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



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



The system does not check for duplicate entries.

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

Deleting Redial Entries

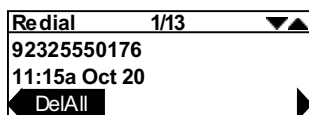
You can delete a single Redial entry from the Redial list or all Redial entries. Ensure the entry you wish to delete is displayed.

To delete a single entry:

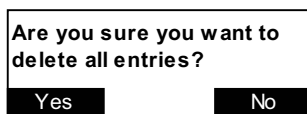
1. In the Redial list, press ∇ or $\triangle$ until you see the desired entry.
2. Press **Delete**.
3. Press **CANCEL** to exit the Redial list.

To delete all Redial entries:

1. In the Redial list, press $\triangleleft$ or $\triangleright$ to display the **DelAll** soft key.



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



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



Searching the Extension or Directory Lists Using the Dial Pad

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

To search for a list entry:

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

Directory	1/104	▼▲
Graham Bell		
92325550176 <PER>		
New	LastNme	Call

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

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

See [“Dial-Pad Entry” on page 21](#) for information on entering other individual letters. This searching function uses only the uppercase letters.

When an exact match is found, the entry appears.

Directory	41/104	▼▲
Richard Serling		
93055550134 <PER>		
New	LastNme	Call

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

Accessing the Held Calls List



This feature applies to Line Appearance mode only.

NOTE

When you or anyone else in your office puts an external call on hold, the call is displayed in the Held Calls list. The Held Calls list shows all held calls on all lines in the system, including lines that haven't been assigned to your Deskset Line Appearance keys. You can view and retrieve any held call in the system from the Held Calls list.

Your Deskset Line Appearance key LEDs flash red to indicate held calls on the lines that were assigned to your Deskset. Pressing a flashing red Line Appearance key is the easiest way to retrieve a held call, but this is not always possible because all Desksets in the system may not have the same lines assigned to them. For example, your department may have lines 1 to 4 assigned to your Desksets. Another department in your company may have lines 5 to 8 assigned to their Desksets. Using the Held Calls list, you can access calls being held on lines 1 to 8.

If the held call is on a line that is not assigned to your Deskset, retrieving the call will route it to the Intercom line on your Deskset.



To retrieve a call from the Held Calls list:

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

The **Calls on Hold** screen appears.

Calls on Hold 1/4			▼▲
Graham Bell	Line 3	3:32	
	Line 1	2:10	
1-800-555-1234	Line 2	0:12	

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

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



CHAPTER
6

DIRECTORY

The Synapse system provides three Directory lists. By default, the system displays entries from all three lists. See [“To view and call Directory entries:” on page 58](#) to learn how you can limit this display to one of the three lists.

- **Personal**—You can add, edit, and delete up to 50 entries in this Personal directory from the Deskset or the WebUI (referred to as “Extension Directory” on the WebUI). These entries are available only at your extension.
- **System**—This public directory is created and maintained by the system administrator. You can view and sort this directory, but you cannot modify it.
- **Extension**—This is a list of all extensions in the system. It contains the Display Names that the administrator entered and the extension number of each Deskset. You can view and sort this directory, but you cannot modify it.
 - [“Using the Directory” on page 58](#)
 - [“Viewing and Calling Directory Entries” on page 58](#)
 - [“Creating a New Personal List Entry” on page 59](#)
 - [“Editing a Personal List Entry” on page 60](#)
 - [“Storing Directory Entries from the Call Log or Redial List” on page 61](#)
 - [“Sorting Directory Entries” on page 63.](#)



Using the Directory

Access the Directory by pressing **MENU**, then **1**, and then **7** (Call Appearance mode) or **MENU**, then **1**, and then **5** (Line Appearance mode) to display the screen shown in Figure 21 and described in Table 15.

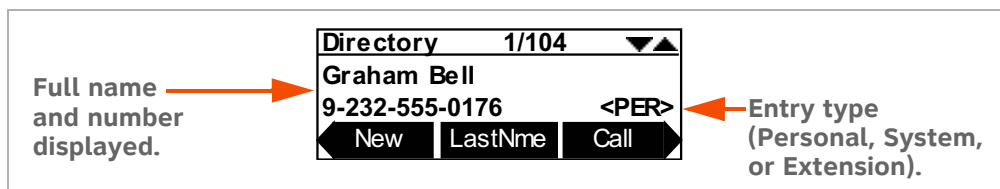


Figure 21. Directory

Table 15. Directory Screen Description

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

Viewing and Calling Directory Entries

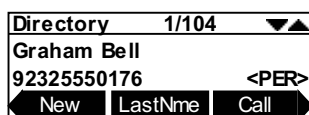
By default, the **Directory** screen displays entries from all three Directory lists—Personal, System, and Extension. You can change the Directory settings to view any combination of the lists. Within a list, you can press a dial-pad key to see the first name that starts with the first letter on that key. If there is no match, the Deskset displays the next entry in the alphabetical list.

To view and call Directory entries:

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

Line Appearance mode: Press **MENU**, then **1**, and then **5**.

The Directory list appears.





If the Directory is empty, only **New** and **Call** appear.

NOTE

2. Press ∇ or $\triangle$ to show the desired entry.
3. Press **SELECT** to dial the displayed phone number.

To change Directory settings:

1. From the Directory list, press $\triangleleft$ or $\triangleright$ to display the **Settings** soft key.
2. Press **Settings** to display the **Directory Settings** screen.

Directory Settings	
Personal:	$\triangleleft$ Hide $\triangleright$
System:	[Show]
Ext. List:	[Show]

3. Press ∇ or $\triangle$ to highlight the desired list, and press $\triangleleft$ or $\triangleright$ to select **Show** or **Hide**. Show all lists by setting all three to **Show**.

OR

Press ∇ or $\triangle$ to highlight **Sort Order**, and press $\triangleleft$ or $\triangleright$ to select the default sort order.

Directory Settings	
System:	[Show]
Ext. List:	[Show]
Sort Order:	$\triangleleft$ FName $\triangleright$

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

Creating a New Personal List Entry

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

To create a new Personal list entry:

1. **Call Appearance mode**—Press **MENU**, then **1**, and then **7**.
Line Appearance mode—Press **MENU**, then **1**, and then **5**.

The Directory appears.

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

First Name:	∇ $\triangle$
Last Name:	
Phone #:	
Save	Backspc



3. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See [“Dial-Pad Entry” on page 21](#). The name text fields are limited to 20 characters each and the number field is limited to 32 digits.
4. When editing the entry, you have the following options:
 - Press ◀ or ▶ to move the cursor.
 - Press △ or ▽ to move to the previous or next field.
 - Press **Backspc** to erase the highlighted character if there is one, or else the character before the cursor.
 - Press **Pause** to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
 - For external phone numbers, enter a **9** or whatever digit, if any, that must be dialed first to indicate this is an external call.
5. Press **Save**. The **Directory** appears.

Editing a Personal List Entry

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

To edit a Personal list entry:

1. **Call Appearance mode**—Press **MENU**, then **1**, and then **7**.
Line Appearance mode—Press **MENU**, then **1**, and then **5**.
 The **Directory** appears.
2. Press ▽ or △ to display a **Personal** entry.
3. Press **Edit**. The **Personal Entry** edit screen appears.

First Name: Graham	▼▲
Last Name: Bell	
Phone #: 92325550176	
Save	Backspc



NOTE

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

4. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad, as shown below. See [“Dial-Pad Entry” on page 21](#). The name text fields are limited to 20 characters each and the number field is limited to 32 digits.

First Name: Graham	▼▲
Last Name: Bell	
Phone #: 92325	0
Save	Pause Backspc

5. When editing the entry, you have the following options:
 - Press ◀ or ▶ to move the cursor.



- Press $\triangle$ or ∇ to move to the previous or next field.
 - Press **Backspc** to erase the highlighted character if there is one, or else the character before the cursor.
 - Press **Pause** to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
 - For external phone numbers, enter a **9** or whatever digit, if any, that must be dialed first to indicate this is an external call.
6. Press **Save** . The **Directory** appears.

Storing Directory Entries from the Call Log or Redial List

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

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

First Name:	Graham Bell	∇	$\blacktriangle$
Last Name:			
Phone #:	92325550176		
Save	Pause	Backspc	

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

- If necessary, edit the name and number. Press ∇ to move the cursor to the **Last Name** and **Phone #** entries.
 - Press **Backspc** to erase the highlighted character if there is one, or else the character before the cursor.
 - Press **Pause** to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
 - For external phone numbers, enter a **9** or whatever digit, if any, that must be dialed first to indicate this is an external call.
4. Press **Save** to save the entry.



The system does not check for duplicate entries.



Deleting a Personal List Entry

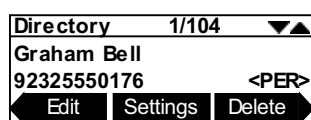
You can delete any one of your personal list entries while viewing the **Directory**.

To delete a Personal list entry:

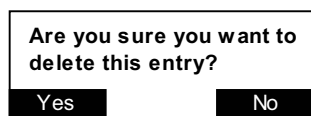
1. **Call Appearance mode**—Press **MENU**, then **1**, and then **7**.
Line Appearance mode—Press **MENU**, then **1**, and then **5**.

The Directory appears.

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



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



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



NOTE

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



Sorting Directory Entries

The **Directory** entries are sorted by first or last names. When you use the dial pad to search, the system searches for the names in the sort order.

To sort Directory entries:

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

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

The Directory appears.

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

Directory	45/104	▼▲
Martin, Angela		
7325557318 <PER>		
New	FirstNme	Call

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

Directory	2/104	▼▲
ABC Accountants		
5035550194 <PER>		
New	LastNme	Call

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



CHAPTER
7

VOICEMAIL

Your Synapse system records and saves incoming voicemail messages. You can play, delete, or forward those messages to one or many other extensions. The MESSAGE WAITING LED, shown in [Figure 22 on page 65](#), lights up when there is at least one new message.

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

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

You can also record a message and send it to a voicemail distribution group that you have created. See ["Voicemail Distribution" on page 114](#).

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

- ["Voicemail Overview" on page 65](#)
- ["Accessing Your Messages" on page 67](#)
- ["Sending a New Message to a Distribution List" on page 72](#)
- ["Accessing Your Voicemail Remotely" on page 74](#).



Voicemail Overview

When there is at least one new message, the MESSAGE WAITING LED lights up, as shown in Figure 22.

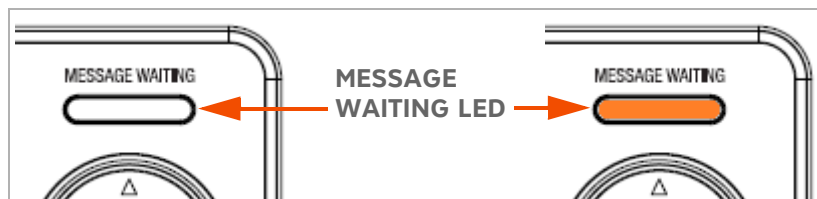


Figure 22. Message Waiting LED

To access your messages, see [“Accessing Your Messages” on page 67](#). Each message appears on a screen similar to the screen shown in Figure 23. To see other messages, press $\triangle$ or ∇ . Pressing $\triangleleft$ or $\triangleright$ displays the soft keys described in Table 16.

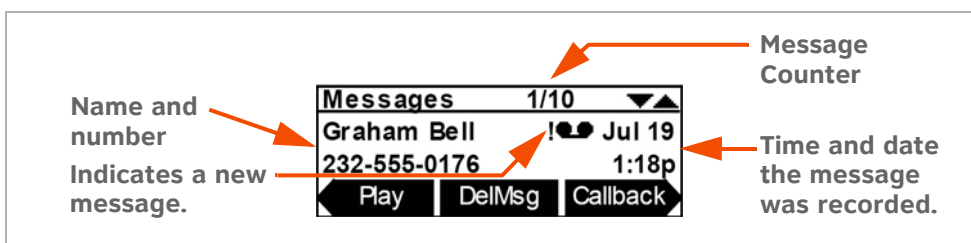


Figure 23. Messages Screen

Table 16. Voicemail List Description

Key	Description	Key	Description
Play	Plays message.	DelMsg	Deletes displayed message.
FwdMsg	Initiates Message Forward function.	PlayAll	Plays all voicemail messages.
DelAll	Deletes all voicemail messages.	ClrNew	Clears and restores the new message indication from a message.
Callback	Allows dialing options before calling a number from Call Log, Redial list, or Messages.	MrkNew	
		MBList	Switch to the next Group Mailbox.



Group Mailbox Overview

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

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

If you press **MENU**, then **1**, and then **4** (Call Appearance mode) or **MENU**, then **1**, and then **3** (Line Appearance mode) and have not enabled voicemail distribution, a list of mailboxes appears, as shown in Figure 24.

Messages	
Personal	1 New
Sales	0 New
Customer Supp...	10 New

Figure 24. Group Mailbox List

If you have enabled voicemail distribution, the **Leave New or Listen** screen appears, as shown in Figure 25, allowing you to press **Listen** to see the list of mailboxes.

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

Figure 25. Leave New or Listen Screen

From the Mailbox list screen, you can access your personal voicemail and messages stored in Group Mailboxes, such as the sales department shown in Figure 24. Your Personal Mailbox is always at the top of the list of mailboxes.

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

The first message in that Mailbox appears, as shown in Figure 26. When you access a Group Mailbox, the name of the Group Mailbox appears at the top of the screen.

Messages	
Graham Bell	1/10 ! Jul 19
232-555-0176	1:18p
Play	DelMsg Callback

Figure 26. Messages Screen

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

- When a mailbox is nearly full, [**<5 Min**] appears, and when it is full, [**Full**] appears next to that Personal Mailbox or Group Mailbox as shown in Figure 27. Delete messages to make more room.

Messages	
Personal	1 New
Sales	[FULL]
Customer Supp...	[<5 Min]

Figure 27. Mailbox Full Screen



- After someone listens to a message, the ! indicator for that message is removed from the screens of all participants of that group.
- If someone else is listening to a message when you delete it, the message is not deleted until the listener exits the voicemail session.
- Message playback is not interrupted if you receive a call while listening to Group Mailbox voicemail. The incoming call appears on the Deskset screen accompanied by a call-waiting tone. (There is no call-waiting tone in Line Appearance mode.)

Accessing Your Messages

Access to your messages is different depending on whether or not you have access to any Group Mailboxes, and whether you have enabled voicemail distribution.

To access an entry from voicemail:

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

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

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



Once you have entered your password, you do not have to enter it again while you are reviewing messages. However, if you exit the **Messages** screen, you will need to enter your password to access the Message list.

The screen that appears depends on your system configuration.

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

Messages 1/10	
Graham Bell	! Jul 19
232-555-0176	1:18p
Play	DelMsg Callback

If you have enabled voicemail distribution (see [“Voicemail Distribution” on page 114](#)), the **Leave New Message or Listen** screen appears.

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

- Press **LvMsg** to create a message to send to a voicemail distribution list. See [“Sending a New Message to a Distribution List” on page 72](#).
- Press **Listen** to view the Mailbox list (if you have Group Mailboxes) or voicemail messages.

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

Messages	
Personal	1 New
Sales	0 New
Customer Supp...	10 New



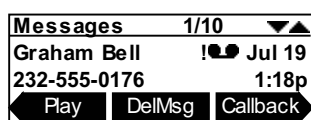
- a. If necessary, press ∇ or $\triangle$ to highlight the desired Mailbox.
 - b. Press **SELECT**. The **Messages** screen appears.
2. Press ∇ or $\triangle$ until you see the desired **Messages** entry.
3. Press **CANCEL** to exit the **Messages** screen.

Message Playback

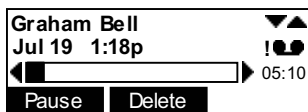
You can play either a single message or all of the voicemail messages in a mailbox.

To play a single message:

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



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



During message playback, you can press:

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

To play all messages:

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

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

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

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



Calling the Messenger

You can call back the person who left the message.

To call back the person who left the message:

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

Call Back	
Graham Bell	
◀	232-555-0176 ▶
Call	Store

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



Forwarding a Message

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

- [“Forwarding a Voicemail Message”](#) below.
- [“Recording an Introduction to Send with a Forwarded Message”](#) on page 71.

Forwarding a Voicemail Message

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

To forward a voicemail message:

1. In the **Messages** list, press ∇ or $\triangle$ until the desired entry is on the screen.
2. Press $\triangleleft$ or $\triangleright$ to display the **FwdMsg** soft key.
3. Press **FwdMsg** to begin the forwarding process. A selection screen appears.

Select a Forward Destination.
VMList DistrList MBList

4. Select a Forward Destination:

- Press **VMList** to display the **Voicemail List**. Press ∇ or $\triangle$ to highlight the desired extension and press **SELECT**. The Forward Message screen appears.

Forward message to: Linda Miller - 200
Intro Send

- If you have enabled voicemail distribution, you can press **DistrList** to display voicemail distribution lists. Press $\triangle$ or ∇ to highlight the desired **Distribution List** and press **SELECT**. The Forward Message screen appears.

Forward message to: Sales
Intro Send

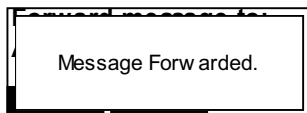
- If your system has Group Mailboxes, you can press **MBList** to display the Group Mailbox list. Press $\triangle$ or ∇ to highlight the desired Mailbox and press **SELECT**. The Forward Message screen appears.

Forward message to: Administration
Intro Send

5. Optional: Press **Intro** to record an introductory message. See [“Recording an Introduction to Send with a Forwarded Message”](#) on page 71.



- Press **Send** to forward the message.
The **Message Forwarded** screen appears.



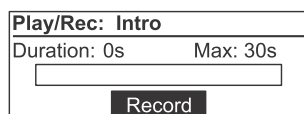
The forwarded message appears in the recipient's Messages list.

Recording an Introduction to Send with a Forwarded Message

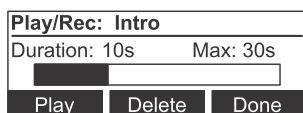
You can record an audio introduction to send with a forwarded message. To begin recording the introduction, press **Intro** while forwarding a message.

To record a message introduction:

- Press **Intro** after selecting the destination for a forwarded message. The **Play/Rec: Intro** screen appears.



- Press **Record** to begin recording. The soft key changes to **Stop**.
- When finished recording, press **Stop**. The message review screen appears.



- Reaching the 30-second limit automatically stops recording.
 - You can **Play** or **Delete** the announcement.
- Press **Done** to display the **Forward Message** screen.

[Msg Intro Attached] appears on the screen.



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



Sending a New Message to a Distribution List

If you have enabled voicemail distribution and created at least one distribution list, you can record a new message and send it to a distribution list. To create a distribution list, see ["Voicemail Distribution" on page 114](#).

To record and send a new message:

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

Line Appearance mode—Press **MENU**, then **1**, then **3**.

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

Do you want to leave a new message or listen to your messages?	
Lv Msg	Listen

2. Press **LvMsg**. The **Distribution List** screen appears.

Distribution List	▼▲
Accounts	
Sales	
Warehouse	

3. Press ▼ or ▲ to highlight the desired distribution list.
4. Press **SELECT**. The **Play/Rec Message** screen appears.

Play/Rec: Message	
Duration: 0s	Max: 120s
Record	

5. Press **Record** to begin recording. The soft key changes to **Stop**.
6. When finished recording, press **Stop**. The Message Recorded screen appears.

Play/Rec: Message	
Duration: 0s	Max: 120s
Play	Delete
Send	

- Reaching the 120-second limit automatically stops recording.
 - You can **Play** or **Delete** the message.
7. Press **Send** to forward the message to the selected distribution list.



Deleting Messages

You can delete a single message or all messages from the **Messages** screen. You can also delete a single message during message playback, as described in ["Message Playback" on page 68](#).

To delete a single message or all messages:

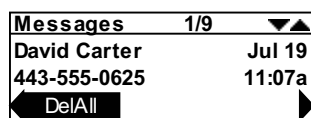
1. On the **Messages** screen, press ∇ or $\triangle$ until the desired entry is on the screen.
2. Press **DelMsg** to delete the message.

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

OR

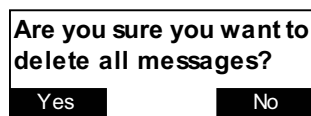
To delete all messages:

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



- b. Press **DelAll**.

The confirmation screen appears.



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



NOTE

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

New Message Status Indications

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

To clear and restore new Message indications:

1. On the **Messages** screen, press ∇ or $\triangle$ until the desired entry is on the screen.
2. Press $\triangleleft$ or $\triangleright$ to display the **ClrNew** soft key.



3. Press **ClrNew** to clear the new message indication.

The **MrkNew** soft key replaces **ClrNew**.

4. If desired, press **MrkNew** to restore the  icon for a selected message, marking the message as new again.

Accessing Your Voicemail Remotely

Remote access allows you to listen to Personal Messages or change the recorded greeting when you are away from your Deskset. Follow the voice prompts and press the appropriate dial-pad keys to navigate through the system. The voice prompts in a menu list are repeated three times with a 5-second pause between. After three times with no action, the voice says "Goodbye" and the remote call is disconnected.

Listening to the time/date stamp information of a message does not count as listening to the message. If you access the voicemail through remote access and skip to another message while the time or date is playing, the message is still considered new.

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

**NOTE**

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

To access voicemail remotely:

1. Dial your company phone number.
2. After the call is answered, enter your extension number.
3. Immediately press the star twice (* *). You will hear, "Enter your access code, followed by the pound sign."
4. Enter your password (if you have created one), then enter pound (#) to access the voice prompt menu.

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

**NOTE**

You need to get to your Personal Mailbox to access your messages remotely. If Call Forward All or Call Forward–No Answer is on and set to an extension or an outside line, or if Auto Answer is on, remote access to voicemail is not supported as calls do not access your mailbox.

**NOTE**

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



To access voicemail remotely – listen to messages:

Once you have accessed the system, the Main Menu plays. From this menu you can listen to old or new messages as shown in Figure 28. You have the following options:

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

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

- To stop message playback and replay options, press **5**.
- To delete the current message, press **3**.
- To repeat the previous message, press **4**.
- To skip this message, press **6**.
- To jump back 8 seconds, press **7**.
- To jump forward 8 seconds, press **9**.
- To return to the previous menu, press star *.

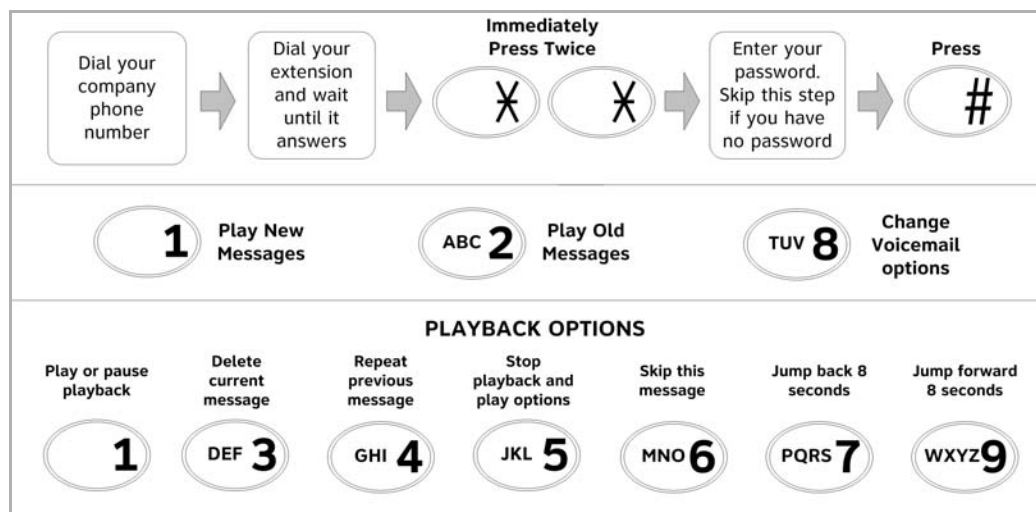
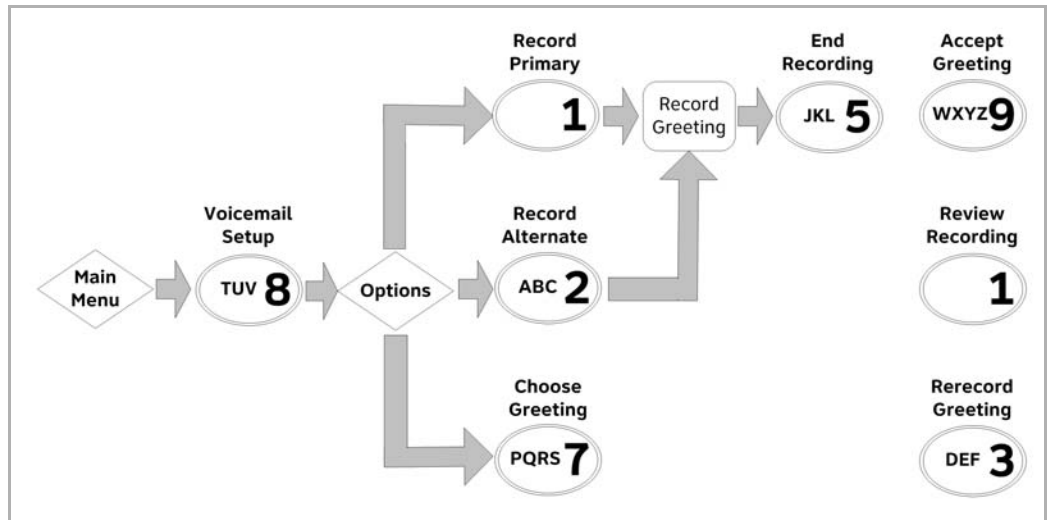


Figure 28. Remote Voicemail Access



To access voicemail remotely – voicemail greeting setup:

1. To set up the voicemail greeting, access the system and press **8**. As illustrated in the flow diagram in Figure 29, you have the following options:
 - To record a primary greeting, press **1**.
 - To record an alternate greeting, press **2**.
 - To choose the Primary or Alternate greeting, press **7**.
2. Begin recording after the tone.
3. To end the recording, press **5**.
4. Select one of the following options:
 - To review the recording, press **1**.
 - To record over the greeting, press **3**.
 - To accept the greeting, press **9**.

**Figure 29. Remote Voicemail Greeting Setup**

CHAPTER 8

CALL LOG

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

- [“Using the Call Log” on page 78](#)
- [“Managing Missed Calls” on page 79](#)
- [“Deleting Call Log Entries” on page 81.](#)

You can view the Call Log by pressing **MENU**, then **1**, and then **8** (Call Appearance mode) or **MENU**, then **1**, and then **6** (Line Appearance mode) from the Idle screen.



This system has a caller ID feature that works with the caller identification service offered through your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone service providers use compatible equipment.



Using the Call Log

The Call Log soft keys, as shown in Figure 30 and described in Table 17, are available whenever the Call Log has at least one entry.

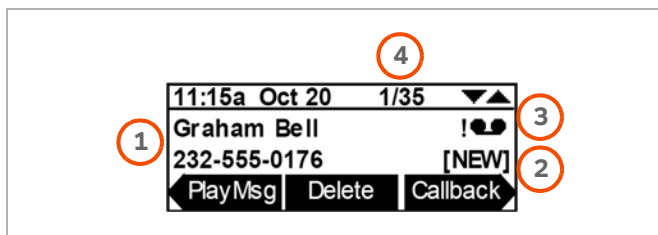


Figure 30. Call Log Functions

1. Name and number	The Ring Group name can also appear here.
2. NEW	Indicates call was not answered and has not been reviewed.
3. Voicemail message available for playback.	Exclamation mark (!) indicates message is new. A Ring Group or Call Queue icon can also appear here. The voicemail icon replaces other icons when both would apply.
4. Current Call Log entry number/ total number of entries	50/50 maximum.

Table 17. Call Log Soft keys

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

The voicemail message icon  appears in call entries where the caller left a message. The icon remains until you delete the message. An ! icon indicates the message is new.

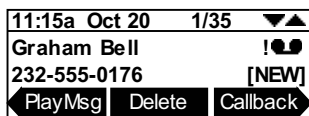
If your company has caller ID, the caller information appears. If the caller ID information is absent because it is unavailable, **UNKNOWN NAME** and **UNKNOWN NUMBER** appear. If the caller chooses not to send the information, **PRIVATE NAME** and **PRIVATE NUMBER** appear.



To access the Call Log list:

1. **Call Appearance mode**—Press **MENU**, then **1**, and then **8**.
Line Appearance mode—Press **MENU**, then **1**, and then **6**.

The most recent Call Log entry appears.



2. Press ▼ or ▲ until the desired entry is on the screen.
3. Press **CANCEL** to exit the Call Log.

Managing Missed Calls

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

To review and make calls from the Call Log:

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



- Press **Call** to dial the on-screen number.
 - Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press ◀ or ▶ to view the dialing options. The following dialing options are available:
 - nnn-nnnn (7 digits)
 - 1-nnn-nnnn (8 digits)
 - nnn-nnn-nnnn (10 digits)
 - 1-nnn-nnn-nnnn (11 digits).
 - Press **Delete** to delete the displayed entry.
2. Press **CANCEL** to exit the **Call Log**.



Listening to Voicemail From the Call Log

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

To play a message from the Call Log:

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



PlayMsg only appears if the call has an associated voicemail.

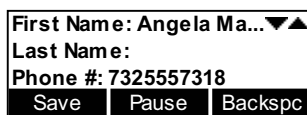
If necessary, use the dial pad to enter your password and press **SELECT**.

3. Press **Delete** while the message is playing to delete the voice message. There is a slight delay until the message indicators change.
4. When the message playback completes, the **Call Log** appears.
5. Press **CANCEL** to exit the **Call Log**.

Storing Call Log Entries

To store a Call Log entry into your Personal list:

1. From the desired Call Log entry, press $\triangleleft$ or $\triangleright$ to display the **Store** soft key.
2. Press **Store** to store the entry in your Personal list. The store personal entry screen appears.



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

3. Fill in the **Last Name** field, if desired. To create the Last Name or to edit any field, use ∇ or $\triangle$ and the dial pad. See ["Dial-Pad Entry" on page 21](#).



When entering a phone number, you must add a **9** or whatever digit, if any, that must be dialed first to indicate this is an external call. Enter **1** if it is a long-distance number.

The system does not check for duplicate entries.



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

Deleting Call Log Entries

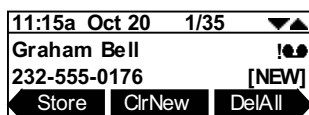
You can delete a single Call Log entry, or all Call Log entries.

To delete Call Log entries:

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

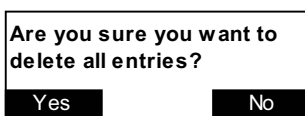
OR

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



- a. Press **DelAll**.

The confirmation screen appears.



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



CHAPTER
9

PAGING

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

If your Synapse system includes an optional overhead paging (OHP) system, you may be able to page through loudspeakers. If the OHP is a single-zone paging system, it is included when you page **All Extensions**. The single-zone OHP may also be included in an individual Paging Zone. If the OHP is a multi-zone paging system, it is not included when you page **All Extensions**. However, it appears as **Overhead Page** as the last entry in the **Paging Zones** list.



Sending a Page

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

To send a page:

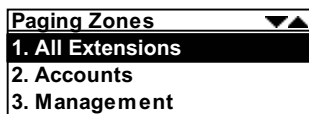
1. Lift the handset or press **SPEAKER**, and then press **Page**.

OR

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

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

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



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



OR

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

4. Speak into the speakerphone or pick up the handset to speak.
5. When finished, press **EndPage** or **CANCEL**, hang up the handset, or press **SPEAKER**. The Idle screen appears.

At the extensions being paged:

- Desksets involved in active calls, listening to a message, or playing or recording a name or greeting do not receive pages.
- The **PAGE** programmable feature key (key #4 by default) flashes.
- Press the **VOL+** or **VOL-** keys to adjust the volume. This volume setting affects current and future incoming pages only.
- Lifting the handset interrupts the page. The **PAGE** key continues to flash.



Single-Zone Overhead Paging

If your Synapse system includes an optional single-zone overhead paging (OHP) system, your system administrator may have set up an overhead paging option in the Paging Zones list. You might be able to page a meeting room or a warehouse, for example. The OHP speakers are included when you page **All Extensions**, and they may be included in other Paging Zones.

To page using a single-zone overhead paging system:

1. Lift the handset or press **SPEAKER**, and then press **Page** .
OR
Call Appearance mode—Press **MENU**, then **1**, and then **3**.
Line Appearance mode—Press **MENU**, then **1**, and then **2**.
The **Paging Zones** screen appears.
2. Highlight the appropriate zone.
3. Press **SELECT**. The system displays the **Page** screen.
4. Wait for feedback from your paging system, then speak into the speakerphone or pick up the corded handset to speak.
5. When finished, press **EndPage** , hang up the handset, or press **SPEAKER**. The Idle screen appears.

Multi-Zone Overhead Paging

If your Synapse system includes an optional multi-zone overhead paging (OHP) system, you have an **Overhead Paging** option in the Paging Zones list.

To page using an optional multi-zone overhead paging system:

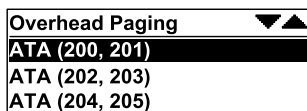
1. Lift the handset or press **SPEAKER**, and then press **Page** .
OR
Call Appearance mode—Press **MENU**, then **1**, and then **3**.
Line Appearance mode—Press **MENU**, then **1**, and then **2**.
The **Paging Zones** screen appears.
2. Highlight **Overhead Paging**.

Paging Zones	▼▲
5. Management	
6. Lobby	
7. Overhead Paging	

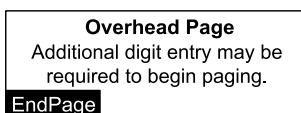
3. Press **SELECT**.



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



5. The multi-zone **Overhead Page** screen appears. If necessary, enter the desired overhead Paging Zone number.



6. Wait for feedback from your paging system, then speak into the speakerphone or pick up the corded handset to speak.
7. When finished, press **EndPage**, hang up the handset, or press **SPEAKER**. The Idle screen appears.



CHAPTER 10

DESKSET SETTINGS

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

- *"Deskset Menu" on page 87*
- *"Features" on page 88*
- *"User Settings" on page 90*
- *"Setting and Changing Your Password" on page 100*
- *"Admin Settings" on page 104*
- *"Deskset Information" on page 105*
- *"Auto-Attendant Settings" on page 105*
- *"Using Do Not Disturb (DND)" on page 106.*

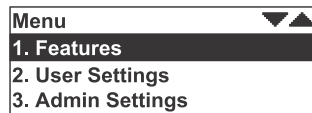


Deskset Menu

You can use the Deskset menus to set up many Deskset features. Access the **Menu** by pressing **MENU**, and then select options by highlighting an item and pressing **SELECT**, or by pressing the dial-pad key with that option number.

To access the Deskset setup menus:

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



- Press **1** on the dial pad to display the **Features** menu. These features are discussed throughout this User's Guide. See ["Features" on page 88](#) for appropriate links.
- Press **2** to display the **User Settings** menu. See ["User Settings" on page 90](#) for further instructions.
- Press **3** to display the **Admin Settings** menu. See ["Admin Settings" on page 104](#).
- Press **4** to display the **Deskset Information** screen. See ["Deskset Information" on page 105](#) for further instructions.
- If your system administrator has set your extension as an Auto Attendant Manager, the menu has an additional item. Press **5** to change the **Auto Attendant** settings. See ["Auto-Attendant Settings" on page 105](#) for further instructions.



Features

Use the **Features** menu to access the Deskset Features. Table 18 lists the Features available in Call Appearance mode. For Features available in Line Appearance mode, see Table 19 on page 89.

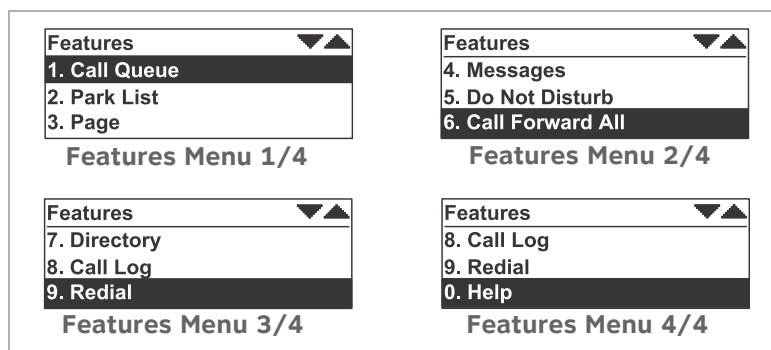


Figure 31. Deskset Features Menu (Call Appearance Mode)

Table 18. Deskset Menu – Call Appearance Mode Features

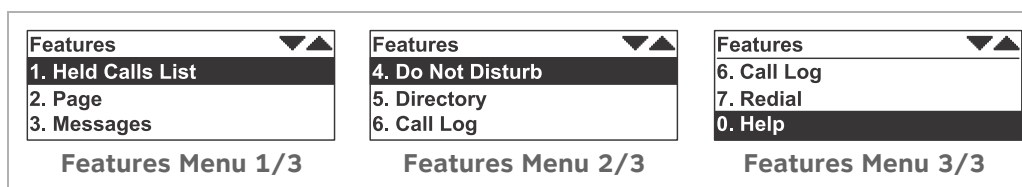
Feature	See page...	Description
1. Call Queue	51	View and answer unanswered calls in the Call Queue.
2. Park List	51	View and retrieve Parked calls.
3. Page	83	Make an announcement to your organization.
4. Messages	67	Play, delete, or forward messages.
5. Do Not Disturb	106	Turn Do Not Disturb on and off.
6. Call Forward All	36	Turn Call Forward All on and off.
7. Directory	58	View and make calls from the Directory.
8. Call Log	78	View and make calls from the Call Log.
9. Redial	53	View the last 20 numbers dialed and redial a selected number.
0. Help	22	View help information on the Deskset screen.



NOTE

Depending on how your system administrator set up your extension, some of these features may be available by pressing one of the programmable feature keys on the right side of the Deskset. See [“Programmable Feature Keys” on page 19](#).



**Figure 32. Deskset Features Menu (Line Appearance Mode)****Table 19. Deskset Menu – Line Appearance Mode Features**

Feature	See page...	Description
1. Held Calls List	55	View and retrieve calls from any line in the system.
2. Page	83	Make an announcement to your organization.
3. Messages	67	Play, delete, or forward messages.
4. Do Not Disturb	106	Turn Do Not Disturb on and off.
5. Directory	58	View and make calls from the Directory.
6. Call Log	78	View and make calls from the Call Log.
7. Redial	53	View the last 20 numbers dialed and redial a selected number.
0. Help	22	View help information on the Deskset screen.

**NOTE**

Depending on how your system administrator set up your extension, some of these features may be available by pressing one of the programmable feature keys on the right side of the Deskset. See [“Programmable Feature Keys” on page 19](#).



User Settings

Use the **User Settings** menu to set up options as shown in Figure 33 and described in Table 20. Figure 33 shows the menu in Call Appearance mode. The menu in Line Appearance mode is slightly different, as described in Table 20.

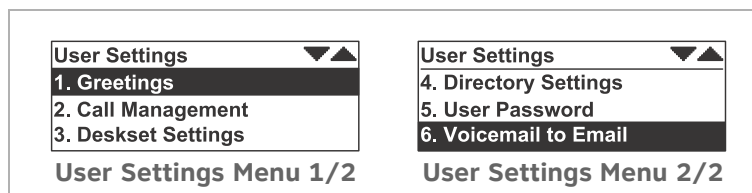


Figure 33. User Settings Menu (Call Appearance Mode Shown)

Table 20. SB67020 Deskset Menu – User Settings

Call Appearance mode	See page...	Line Appearance mode	See page...
1. Greetings	91	1. Greetings	91
2. Call Management	94	2. Intercom Auto Answer	95
3. Deskset Settings	97	3. Deskset Settings	97
4. Directory Settings	100	4. Directory Settings	100
5. User Password	100	5. User Password	100
6. Voicemail to Email	104	6. Voicemail to Email	104

Table 21. SB67025 Deskset Menu – User Settings

Call Appearance mode	See page...	Line Appearance mode	See page...
1. Greetings	91	1. Greetings	91
2. Call Management	94	2. Intercom Auto Answer	95
3. Deskset Settings	97	3. Deskset Settings	97
4. Directory Settings	100	4. Directory Settings	100
5. User Password	100	5. User Password	100
6. Cordless Headset	102	6. Cordless Headset	102
7. Voicemail to Email	104	7. Voicemail to Email	104



To display the User Settings menu:

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

Enter user password:

Backspc

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

Greetings

Use the **Greetings** menu, as shown in Figure 34 and described in Table 22, to record greetings.

Greetings

1. Voicemail Greetings

2. Name Recording

Figure 34. Greetings Menu

Table 22. SB67020/025 Deskset Menu – User Settings

Function	See page...	Description
1. Voicemail Greeting	91	Record and set your voicemail greetings.
2. Name Recording	93	Record your name.

Voicemail Greetings

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

To activate a greeting:

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

Voicemail Greetings

Primary [ACTIVE]

Alternate

Activate

PlayRec



- Press $\triangle$ or ∇ to highlight the **Primary**, **Alternate**, or **Pre-Set** greeting to be played to external callers. When you highlight the **Pre-Set** greeting, the **PlayRec** soft key changes to **Play**.

Voicemail Greetings ▼▲	
Alternate	
Pre-Set	
Activate	Play



You cannot delete or record over the Pre-Set greeting.

NOTE

2. Press **Activate** to make the highlighted greeting the greeting played to callers. The system checks to see if the selected greeting has been recorded.
 - If the selected greeting has been recorded, **[ACTIVE]** appears beside the selected greeting.
 - If a greeting has not been recorded, **Greeting not recorded** appears.

To record a Primary or Alternate greeting:

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

Play/Rec: Personal	
Duration: 10s	Max: 60s
Play	Record Delete

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

Play/Rec: Personal	
Duration: 6s	Max: 60s
Stop	

6. Press **Stop** when you are finished. The greeting is saved and the message review screen appears. Recording stops automatically if you exceed the 60-second time limit.
7. Press **Play** to review the message or **Delete** to delete the greeting.
8. Press **CANCEL** to return to the **Voicemail Greetings** menu.



Name Recording

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

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

To record and play a personal name:

1. Press **MENU**, then **2**, then **1**, and then **2** to display the **Name Recording** menu. The **Play** and **Delete** soft keys do not appear if your name has not already been recorded.

Play/Rec: Personal Name	
Duration: 0s	Max: 10s
Record	

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



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

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

Play/Rec: Personal Name	
Duration: 2s	Max: 10s
Play	Record Delete

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

OR

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

Recording Deleted.

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



Call Management



NOTE

The Call Management menu applies to Call Appearance mode only. In Line Appearance mode, you can set your Deskset to automatically answer Intercom Calls only. See [“Automatic Answering” on page 95](#).

When the Synapse system is in Call Appearance mode, you can use the **Call Management** menu to set up options for handling calls, as shown in Figure 35 and listed in Table 23.

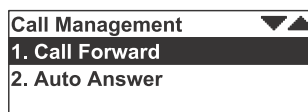


Figure 35. Call Management Menu

Table 23. Deskset Call Management Menu

Function	See page...	Description
1. Call Forward	94	Redirect incoming calls.
2. Auto Answer	95	Automatically answer calls after a delay that you specify.

Call Forward All and Call Forward–No Answer

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

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

To turn Call Forward All on or off, press **MENU**, then **1**, and then **6** when the Deskset is idle. When activated, **FWD** appears in the upper right corner of the display. Call Forward All overrides the Call Forward–No Answer setting set by your system administrator.

You can set the Call Forward All destination in the **User Settings** menu or using the WebUI. See [“Basic Settings” on page 109](#).

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

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

Call Appearance mode only—The Call Forward–No Answer setting does not apply to Ring Group calls or to incoming calls at extensions that are part of a Call Queue. See [“Answering Calls in the Call Queue” on page 39](#).



To set the Call Forward destination:

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

Call Forward All ▼▲	
Target:	◀ Mailbox ▶
to Mailbox:	[Personal]
Save	

2. Press ◀ or ▶ to select one of the following targets:

- **Mailbox.** Press ▼ to move to **to Mailbox:** and select your personal mailbox or a Group Mailbox (if enabled).
- **Ext.** Press ▼ to move to **to Ext:** and enter a valid extension number.

Call Forward All ▼▲	
Target:	[Ext]
to Ext:	20
Save	Delete Backspc

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

Call Forward All ▼▲	
Target:	[Phone #]
to Phone #:	232555
Save	Delete Backspc

- **AutoAtt.** Press ▼ to move to the **to AutoAtt:** field and select an Auto Attendant.
- **RingGrp.** Press ▼ to move to the **to RingGrp:** field and select a Ring Group.

**NOTE**

If your system has no Ring Groups, this option does not appear.

3. To confirm the change, press **Save**. The **Call Management** menu appears. An error message appears if:
 - you entered an invalid extension number
 - your system administrator has disabled call forwarding/transferring to an outside line
 - you entered a restricted number.

Automatic Answering

You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you. For example, employees in warehouses or shops may use this feature for quick conversations without having to interrupt what they are doing.



**NOTE**

In Line Appearance mode, Auto Answer applies to Intercom (extension to extension) calls only.

Do Not Disturb and **Call Forward All** take priority over Auto Answer. If you have enabled **Call Forward All**, calls are forwarded before they can be Auto Answered. However, Auto Answer takes priority over the Call Forward-No Answer setting. See [“Call Forward All and Call Forward-No Answer” on page 94](#).

Auto Answer does not apply to Ring Group calls. See [“Incoming Call Indication” on page 34](#).

To set Auto Answer:

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

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

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

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

**NOTE**

The Auto Answer **Delay** overrides the Call Forward-No Answer delay. See [“Call Forward All and Call Forward-No Answer” on page 94](#).

4. Press **Save** to confirm the change. The **Call Management** menu appears. In Line Appearance mode, the **User Settings** menu appears.

If your system administrator has enabled Direct Intercom on your Deskset, you cannot enable Auto Answer. The message “Auto Answer is currently unavailable” appears.

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



Deskset Settings

Use the **Deskset Settings** menu to set up the display appearance and sounds of your Deskset as listed in Table 24.

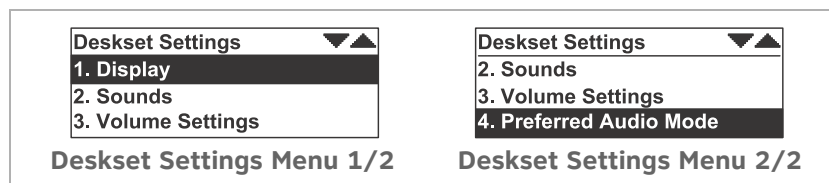


Figure 36. Deskset Settings Menu

Table 24. Deskset Settings Menu

Function	See page...	Options
1. Display	97	Contrast (1–9) Backlight (Lo/Hi/Off)
2. Sounds	98	Ring Volume (0–9) Ring Delay (0–40 seconds) (Call Appearance mode only) Ringtones (1–9) Key beeps (On/Off) Call Waiting Tone (On/Off)
3. Volume Settings	99	Speaker Volume (1–9) Receiver Volume (1–9) Headset Volume (1–9) Paging Volume (1–9)
4. Preferred Audio Mode	99	Preferred Mode (Speaker, Headset)

Display

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

To use the Display menu:

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

The **Display** menu appears.



2. Press ◀ or ▶ to adjust the **Contrast** level from **1** to **9**. The default is **5**.
3. Press ▽ to set the **Backlight** level.



Press ◀ or ▶ to select **Hi**, **Lo**, or **Off**. The default is **Hi**.

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

Sounds

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

To use the Sounds menu:

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

The **Sounds** menu appears.

Sounds ▼▲	
Ring Volume:	◀ 3 ▶
Ring Delay:	[0 sec]
Save	

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

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

3. **Call Appearance mode**—Press ▼, and then ◀ or ▶ to set the **Ring Delay** from **0** to **40** seconds. The default is **0**, which also disables the feature. Although the Call Appearance or Line Appearance LED flashes, the Deskset does not ring for the time you set.
4. Press ▼, and then ◀ or ▶ to select one of nine **Ringtones**. The default is **1**. Ringtones samples play when selected.

Sounds ▼▲	
Ring Delay:	[0 sec]
Ringtones:	◀ 1 ▶
Save	

5. Press ▼, and then ◀ or ▶ to turn **Key Beeps On** or **Off**. The default is **On**.

Sounds ▼▲	
Ringtones:	[1]
Key beeps:	◀ On ▶
Save	

6. Press ▼, and then ◀ or ▶ to turn **Call Waiting Tone On** or **Off**. The default is **On**.

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

Sounds ▼▲	
Key beeps:	[On]
Call Waiting Tone:	◀ On ▶
Save	

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



Volume Settings

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

To use the Volume Settings menu:

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

The **Volume Settings** menu appears.

Volume Settings		▼▲
Speaker Volume:	◀ 4 ▶	
Receiver Volume:	[3]	
Save		

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

Volume Settings		▼▲
Receiver Volume:	[3]	
Headset Volume:	◀ 4 ▶	
Save		

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

Volume Settings		▼▲
Headset Volume:	[4]	
Paging Volume:	◀ 4 ▶	
Save		

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

Preferred Audio Mode

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

To use the Preferred Audio Mode menu:

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

The **Preferred Audio** menu appears.

Preferred Audio	
Preferred Mode:	◀ Speaker ▶
Save	

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



Directory Settings

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

To use the Directory Settings menu:

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

The **Directory Settings** menu appears.

Directory Settings ▼▲	
Personal:	◀ Show ▶
System:	[Show]
Ext. List:	[Show]

2. Press ◀ or ▶ to **Hide** or **Show** the **Personal** Directory. This Directory holds your personal Directory entries. See ["Directory" on page 57](#).
3. Press ▼ and then press ◀ or ▶ to **Hide** or **Show** the **System** Directory. This Directory holds public entries created and maintained by the system administrator.
4. Press ▼ and then press ◀ or ▶ to **Hide** or **Show** the **Ext List** Directory. This is a list of all extensions in the system.
5. Press ▼ and then press ◀ or ▶ to choose the Directory **Sort Order**; by first or last name.

Directory Settings ▼▲	
System:	[Show]
Ext. List:	[Show]
Sort Order:	◀ FName ▶

Setting and Changing Your Password

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

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

To use the Password menu:

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

The **User Password** menu appears.

User Password ▼▲	
1. Set/Change Password	
2. Reset Password	

2. Press **1** to set or change the password. Follow the steps in ["Changing Your Password" on page 101](#).
3. Press **2** to reset your password. A confirmation screen appears.



Reset User Password	
Are you sure you want to reset your User password?	
Yes	No

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

Changing Your Password

To change your password:

1. Press **MENU**, then **2**, then **5**, and then **1**.
The **Set/Change Password** menu appears.

Set/Change Password ▼▲	
Enter Password:	****
Confirm Password:	
Save	Delete Backspc

2. Use the dial pad to enter a password.



NOTE

Passwords can be up to six digits.

- To correct errors, press **Backspc**.
 - To start over, press **Delete**.
3. Press ▼ and enter the new password again.
 4. To accept the change, press **Save**. The **Password Saved** screen appears, then the **User Settings** menu appears.

Password Saved.



Registering an Optional Cordless Headset (SB67025 Only)

You can register one AT&T TL7600 Cordless Headset to a SB67025 Deskset. When a Deskset has a cordless accessory, the Deskset and headset are all part of the same extension, and only one device can be used at a time.



The headset must be in the charger, otherwise registration cannot proceed. Even if the Cordless Headset has been in its charger, remove and replace the Cordless Headset before you press **Register** on the Deskset.

To register the TL7600 Cordless Headset:

1. Press **MENU**, then **2**, and then **6**.

The **Cordless Headset** menu appears.

Cordless Headset
Headset is not registered.
Register

2. Remove and replace the Cordless Headset from its charging base.
3. Press **Register**. **Registration in Progress...** appears while the Deskset searches for the headset.
4. When registration is complete, **Headset is registered** appears and the Cordless Headset **ON/OFF** light turns solid blue.
5. Press **CANCEL**. The **User Settings** menu appears.



Registration can be terminated by pressing **CANCEL** on the Deskset.
If the Cordless Headset is registered to another Deskset, it must be deregistered first. See ["Deregistering a Cordless Headset" on page 103](#).



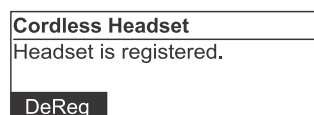
Deregistering a Cordless Headset

You must deregister a Cordless Headset before you can register it to a different Deskset.

To deregister a Cordless Headset:

1. Press **MENU**, then **2**, and then **6**.

The **Cordless Headset** menu appears.



2. Press **DeReg**. The confirmation message appears.
3. Press **Yes** to confirm deregistration.

The Deskset screen displays **Headset is not registered**. The Cordless Headset **ON/OFF** light flashes twice every five seconds to indicate it is not registered.

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

Deregistering the Cordless Headset without the Deskset

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

To deregister the Cordless Headset when the Deskset is not available:

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

Cordless Accessory Registration and Deregistration Time-Out



NOTE

If the cordless device is registered to another Deskset or telephone, it must be deregistered first. See ["Deregistering a Cordless Headset" on page 103](#).

For security reasons, the registration process on both SB67025 Deskset and cordless accessory terminates after the time-out period of two minutes if registration is not successful.

If the registration process times out on the cordless accessory, the cordless accessory resets itself. The Deskset returns to the unregistered cordless accessory startup screen.

If the registration process times out on the Deskset, it displays **Registration Failed** and returns to Idle mode.

If Cordless Headset registration fails, the **ON/OFF** light on the headset flashes twice every five seconds. To reset the headset, remove the headset from the charger and try the registration process again, beginning with Step 1, ["To register the TL7600 Cordless Headset:" on page 102](#).



Setting the Voicemail to Email Mode

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

1. Press **MENU**, then **2**, and then **7**.

The **Voicemail to Email** menu appears.



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

Voicemail to Email	
Current Mode:	◀ Email Copy ▶
Save	

2. Press ◀ or ▶ to select the desired Voicemail to Email mode:
 - **OFF**
 - **Email Copy**—voicemail messages will be emailed to you as audio file attachments.
 - **Email Notification**—you will receive email notifying you of new voicemail messages.
3. Press **Save**. The **User Settings** menu appears.

Admin Settings



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

To display the Admin Settings menu:

1. Press **MENU**, then **3**.
2. Enter the Admin password. The **Admin Settings** menu appears (Call Appearance mode shown).

Admin Settings	▼▲
1. CFNA	
2. Fwd/Trans to line	
3. IP Settings	



For more information about these settings, see the Synapse Administrator's Guide, available for download at www.telephones.att.com/synapseguides.



Deskset Information

Use the **Deskset Information** screen, shown in Figure 37, to find the Deskset's IP Address, which you will need to access the WebUI. The other Deskset information may be used by your system administrator or the installer.

Deskset Information ▼	
Model No.:	SB67020
Status:	Synchronized *
IP Address:	192.168.0.101

Deskset Information 1/4

Deskset Information ▼	
MAC Add:	00:11:A0:19:FB:0D
Serial No:	MS00000022
Boot Ver:	2.7.0

Deskset Information 2/4

Deskset Information ▼▲	
Software Ver:	3.1.0
Firmware Ver:	D023
S Series:	1.12.9

Deskset Information 3/4

Deskset Information ▲	
S Series:	1.12.9
Hardware Ver:	1
Local Address:	169.254.5.202

Deskset Information 4/4

Figure 37. Deskset Information

To display the Deskset Information:

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

Auto-Attendant Settings

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

To manage the Auto-Attendant Settings:

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

Menu ▼▲	
3. Admin Settings	
4. Deskset Information	
5. Auto Attendant	

2. Press **5** to display the **Auto-Attendant Settings**. The screen displays a list of Auto Attendants you can manage.

Auto Attendant ▼▲	
Parts	
Service	
Sales	

3. Highlight the name of the Auto Attendant you want to manage and press **SELECT**.



4. Press ◀ or ▶ to select **Scheduled**, **OFF**, or **Manual**.

Auto Attendant	
Sales	◀ Scheduled ▶
Save	

- **Scheduled:** Turns the selected Auto Attendant on. Incoming calls are forwarded to an Auto Attendant menu or destination according to the weekly schedule that the system administrator has set.
- **OFF:** Turns the Auto Attendant off. Incoming calls are forwarded to the destination that the system administrator has set.
- **Manual:** Immediately forwards incoming calls to the Auto Attendant menu or other destination that the system administrator has set. No weekly schedule applies.

**NOTE**

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

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

Using Do Not Disturb (DND)

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

To enable or disable Do Not Disturb:

1. **Call Appearance mode**—Press **MENU**, then **1**, and then **5**.
Line Appearance mode—Press **MENU**, then **1**, and then **4**.

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

Wed Sep 08 11:09AM	DND
John Smith	EXT 219
3 New Missed Calls	
2 New Messages	

**NOTE**

Call Appearance mode—The DND indicator only appears when Call Forward All is disabled. When Call Forward All is set, no calls ring regardless of the DND setting, so the DND indicator does not appear.



CHAPTER 11

WEB INTERFACE

Use an Internet browser to access the Web User Interface (WebUI) that resides on your Deskset. See *"Accessing the Web User Interface (WebUI)" on page 108*. After you log on to the WebUI, you can configure the following features:

- *"Basic Settings" on page 109*
- *"Personal Directory" on page 111*
- *"Quick Dial" on page 113*
- *"Voicemail Distribution" on page 114.*

You can also view the Deskset Help from the WebUI. See *"Help" on page 117*.



Accessing the Web User Interface (WebUI)

To access the WebUI:

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

Deskset Information ▼	
Model No.:	SB67020
Status:	Synchronized *
IP Address:	192.168.0.101

4. On your computer, open an Internet browser.
5. Type the Deskset IP address in the browser address bar, and press **ENTER** on your computer keyboard.



6. A **Login** page appears.

Login

Login Name:

Password:

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

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

7. Under **Login Name**, log on as a user by typing your extension number.
8. Enter your password if you have created one (see ["Setting and Changing Your Password" on page 100](#)). Otherwise, leave the password blank.
9. Click .
 - You can create or change your user password once you have logged on.
 - The **Basic Settings** page shown in [Figure 39 on page 109](#) appears.



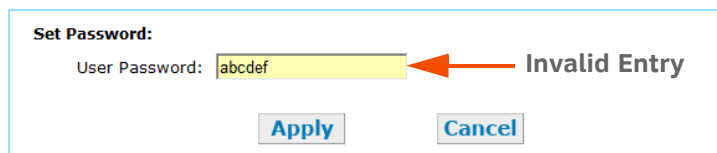
CAUTION

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



Error Handling

If you type an invalid value into one of the WebUI fields and click **Apply**, the page is not saved. The WebUI displays an error message at the top of the page. The field with the incorrect value is highlighted in yellow, as shown in Figure 38. You can view a more detailed error description by resting your mouse pointer on the highlighted field.



Set Password:

User Password: Invalid Entry

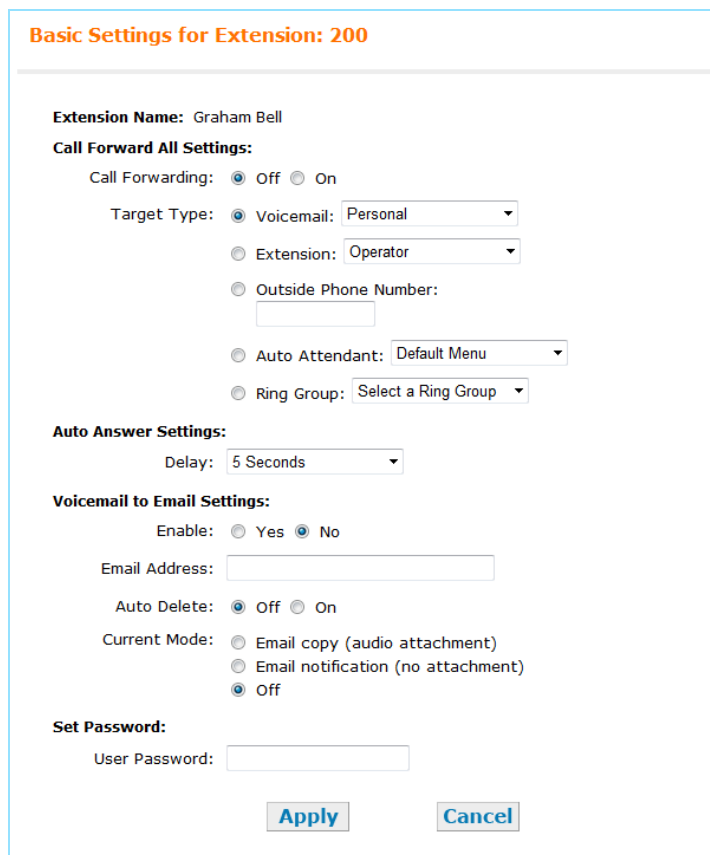
Apply **Cancel**

Figure 38. WebUI Error Indication

Basic Settings

The remaining procedures in this chapter assume that you have already logged on to the WebUI. See [“Accessing the Web User Interface \(WebUI\)” on page 108](#).

After logging on, the **Basic Settings** page appears as shown in Figure 39. Your **Extension Name**, which the system administrator enters, is displayed on internal calls. In Call Appearance mode, callers using the Auto Attendant can search for your Extension Name to reach your extension.



Basic Settings for Extension: 200

Extension Name: Graham Bell

Call Forward All Settings:

Call Forwarding: ☒ Off ☐ On

Target Type: ☒ Voicemail:
☐ Extension:
☐ Outside Phone Number:
☐ Auto Attendant:
☐ Ring Group:

Auto Answer Settings:

Delay:

Voicemail to Email Settings:

Enable: ☐ Yes ☒ No

Email Address:

Auto Delete: ☒ Off ☐ On

Current Mode: ☐ Email copy (audio attachment)
☐ Email notification (no attachment)
☒ Off

Set Password:

User Password:

Apply **Cancel**

Figure 39. WebUI Basic Settings (Call Appearance mode shown)



To modify the Basic Settings:**Call
Appearance
mode**

1. Set the **Call Forward All Settings**. When on, Call Forward All forwards calls to the target you select, and your Deskset does not ring.
 - a. Turn **Call Forwarding** Off or On.
 - b. Select the **Target Type**.
 - ▣ **Voicemail**: Select either **Personal** or, if your system has Group Mailboxes, one of the Group Mailboxes.
 - ▣ **Extension**: Select an extension number or the Operator extension.
 - ▣ **Outside Phone Number**: Enter an outside telephone number. Enter a **9** or whatever digit, if any, that you would normally dial first to indicate that it is an external call. For example, enter your cell phone number as the Outside Phone Number to have all calls forwarded to your cell phone. This option does not appear if your system administrator has disabled call forwarding/transferring to an outside line. An error message appears after you click **Apply** if you enter a restricted number.
 - ▣ **Auto Attendant**: Select an appropriate Auto Attendant. Your callers will be directed to the Auto Attendant you select.
 - ▣ **Ring Group**: Select a Ring Group.

**Call
Appearance
mode**

2. Under **Auto Answer Settings**, select an Auto Answer delay or disable Auto Answer if it was previously enabled from the Deskset. See ["Auto Answering" on page 38](#) and ["Automatic Answering" on page 95](#).

**Line
Appearance
mode**

- Under **Intercom Auto Answer**, select an Auto Answer delay or disable Auto Answer if it was previously enabled from the Deskset.
3. Configure the **Voicemail to Email Settings**:
 - a. Click **Yes** or **No** to enable or disable Voicemail to Email for this extension.
 - b. Enter your Email Address. Audio files or notifications will be sent to this address.
 - c. Click **Off** or **On** to disable or enable Auto Delete. When on, messages are automatically deleted from your personal mailbox once they are sent to email as audio files. This setting does not apply to Group Mailboxes.
 - d. Select the **Current Mode** for Voicemail to Email.
 - Email copy (audio attachment)
 - Email notification (no attachment)
 - Off.
 4. Under **Set Password**, create or change your Deskset password. The password must consist of numbers only. This password is also used for accessing voicemail and settings on the Deskset and on the WebUI.
 5. Click **Apply** to save your changes.



Personal Directory

To allow easy dialing, you can create a **Personal Directory** (referred to as the **Personal** list on the Deskset) that is only available from your extension. Your administrator can also create a System Directory of names and phone numbers (referred to as **System** list on the Deskset) that is available to all extensions.

To add an entry to the Extension Directory:

1. In the navigation menu at left, click **Personal Directory**. The **Directory List** page appears.



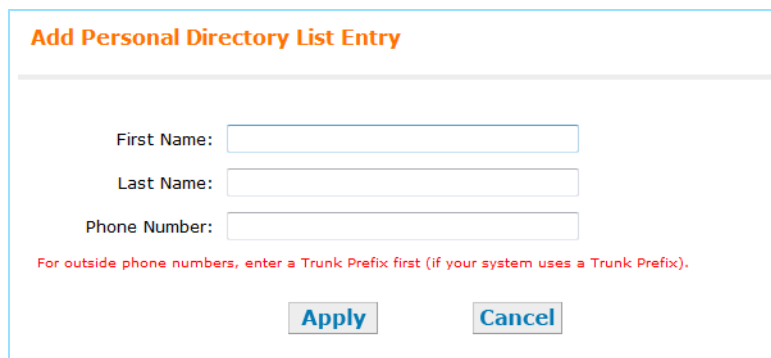
Directory List for Extension: 201

Add New Entry

Delete Selected Entries Sort By Last Name

--

2. Click **Add New Entry**. The **Add Personal Directory List Entry** page appears.



Add Personal Directory List Entry

First Name:

Last Name:

Phone Number:

For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).

Apply Cancel

3. Complete the form with the required information.
4. Click **Apply** to save. The Directory List appears with the entries added.



Directory List for Extension: 201

Add New Entry

Delete Selected Entries Sort By Last Name

☐	ABC Accountants	9-1-503-555-0194	[Edit]
☐	Angela Martin	9-1-732-555-7318	[Edit]
☐	Davis Carterer	9-1-317-555-0129	[Edit]
☐	Graham Bell	9-1-232-555-0176	[Edit]
☐	Mary Williams	9-1-888-722-7702	[Edit]



To edit Personal Directory entries:

1. In the navigation menu at left, click **Personal Directory**. The **Directory List** page appears.



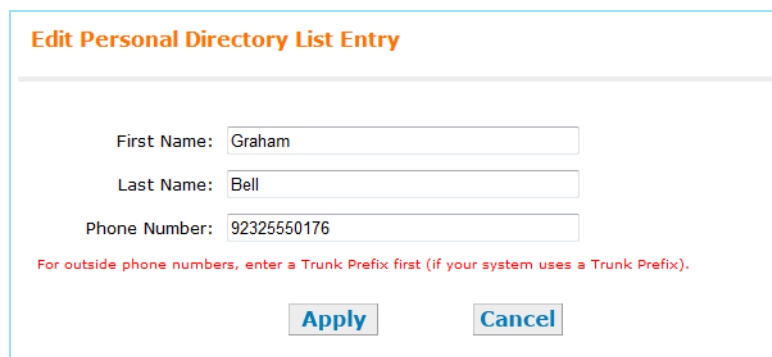
Directory List for Extension: 201

[Add New Entry](#)

[Delete Selected Entries](#) [Sort By Last Name](#)

☐	ABC Accountants	9-1-503-555-0194	[Edit]
☐	Angela Martin	9-1-732-555-7318	[Edit]
☐	Davis Carterer	9-1-317-555-0129	[Edit]
☐	Graham Bell	9-1-232-555-0176	[Edit]
☐	Mary Williams	9-1-888-722-7702	[Edit]

2. Click **[Edit]** next to the entry to be edited. The **Edit Personal Directory List Entry** page appears.



Edit Personal Directory List Entry

First Name:

Last Name:

Phone Number:

For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).

[Apply](#) [Cancel](#)

3. Complete the form with the desired information.
4. Click [Apply](#) to accept your changes or [Cancel](#) to reject the changes.

To sort and delete Personal Directory entries:

1. In the navigation menu at left, click **Personal Directory** to display the Directory List.
2. To sort entries by last name, click [Sort By Last Name](#). The button then changes to [Sort By First Name](#). This action only works during the current session. The sort order reverts to listing the names by first name when you log on the next time.
3. To delete Directory entries:
 - a. Click the check boxes for the entries you want to delete.
 - b. Click [Delete Selected Entries](#). All of the selected entries are removed.



Quick Dial

To add or edit quick-dial entries:

1. In the navigation menu at left, click **Feature Keys**. The **Programmable Feature Keys** page appears (Call Appearance mode shown).

Programmable Feature Keys for Extension: 201

For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).

1		Call Appearance		
2		Call Appearance		
3		Quick Dial	Name Angela Mart	Number 209
4		Quick Dial	Name Davis Carter	Number 913175550129
5		Quick Dial	Name Milford Taxi	Number 916045550182
6		Call Forward All		
7		Redial		
8		Directory		
9		Call Log		
10		Messages		

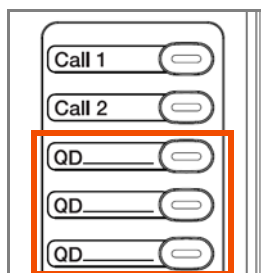
[Apply](#) [Cancel](#)

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

2. Enter names and telephone numbers or extensions in the **Name** and **Number** columns. If it is an external phone number, enter a **9** or whatever digit, if any, that must be dialed first to indicate that it is an external call.

To edit or delete an entry, type over the entry.

3. To save entries, click [Apply](#), or to reject the changes, click [Cancel](#).
4. Press the corresponding programmable feature key on the Deskset to verify that the entries have been added or edited.



Voicemail Distribution

If you enable voicemail distribution, you can leave new messages or forward existing messages to lists that you create in the WebUI. This feature is disabled by default. If you enable this feature, there will be an additional step every time you access your messages. See *"Accessing Your Messages" on page 67*.

To enable and disable voicemail distribution lists:

1. In the navigation menu at left, click **Voicemail Distribution** to display the **Voicemail Distribution Lists** page.

If you have previously enabled voicemail distribution and created one or more voicemail distribution lists, the existing voicemail distribution lists appear.

Voicemail Distribution Lists for Extension: 200
Voicemail Distribution is currently: Enabled
[Disable Voicemail Distribution](#)

Name	Members	
Product Development	7	View/Edit
Sales	5	View/Edit
Service	3	View/Edit
Warehouse	2	View/Edit

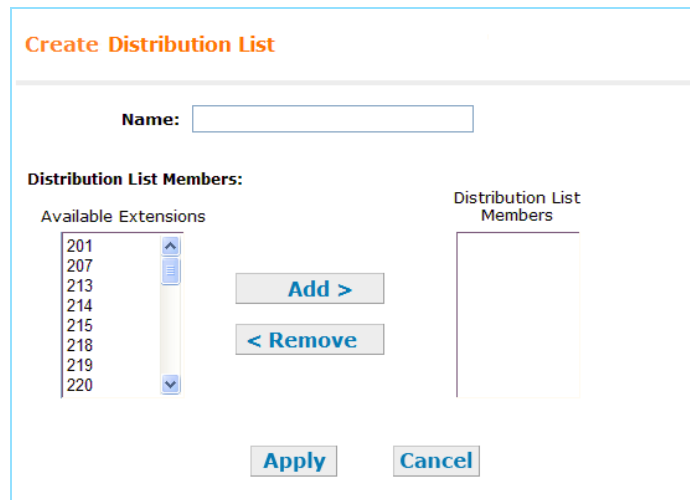
[Create New Distribution List](#)

2. Click [Enable Voicemail Distribution](#) to enable or [Disable Voicemail Distribution](#) to disable voicemail distribution.



To create a voicemail distribution list:

1. In the navigation menu at left, click **Voicemail Distribution** to display the **Voicemail Distribution Lists** page.
2. Click [Create New Distribution List](#). The **Create Distribution List** page appears.



The screenshot shows the 'Create Distribution List' web form. At the top, the title 'Create Distribution List' is displayed in orange. Below the title is a 'Name:' label followed by a text input field. Underneath is the 'Distribution List Members:' section. This section contains two lists: 'Available Extensions' on the left and 'Distribution List Members' on the right. The 'Available Extensions' list is a scrollable box containing the numbers 201, 207, 213, 214, 215, 218, 219, and 220. Between these two lists are two buttons: 'Add >' and '< Remove'. At the bottom of the form are two buttons: 'Apply' and 'Cancel'.

3. Enter a **Name** for the voicemail distribution list.
4. Assign **Distribution List Members**.
Select one or more extensions from the **Available Extensions** list and click [Add >](#).
OR
Select one or more extensions to remove from the **Distribution List Members** list and click [< Delete](#).
5. Click [Apply](#) to save these settings or click [Cancel](#) to return to the previous page without saving the changes.



To edit or delete a voicemail distribution list:

1. In the navigation menu at left, click **Voicemail Distribution** to display the **Voicemail Distribution Lists** page.
2. Click [View/Edit](#) for the distribution list you want to edit or delete. The **Edit Distribution List** page appears.

Edit Distribution List

Name:

Distribution List Members:

Available Extensions		Distribution List Members
201	Add > < Remove	227
207		229
213		235
214		240
215		241
218		243
219		244
220		

[Apply](#) [Cancel](#) [Delete Distribution List](#)

3. Optional: Click [Delete Distribution List](#) to delete this distribution list, then go to Step 6.
4. Edit the distribution list **Name** as needed.
5. Assign **Distribution List Members**.

Select one or more extensions from the **Available Extensions** list and click [Add >](#).

OR

Select one or more extensions from the **Distribution List Members** list and click [< Delete](#).

6. Click [Apply](#) to save these settings or click [Cancel](#) to return to the previous page without saving the changes.



Help

To access WebUI Help:

1. In the navigation menu at left, click **Help**.

A PDF Help file opens.

Help Menu

Online Resources

[Accessing Synapse Demo Videos](#)
[Accessing Synapse Product Documentation](#)

Extension Settings

[Setting the User Password](#)
[Configuring Call Forward All](#)
[Configuring Auto Answer](#)
[Configuring Voicemail to Email](#)

Personal Directory

[Adding a New Personal Directory entry](#)
[Editing a Directory entry](#)
[Deleting Personal Directory entries](#)
[Sorting the Personal Directory list by First or Last Name](#)

Quick Dial

[SB67030/031: Adding / Editing Quick Dial entries](#)
[SB67020: Editing Quick Dial entries](#)

Voicemail Distribution

[Creating a Voicemail Distribution List](#)

2. To view a topic, click the link for that topic. The page for that topic appears.

Online Resources

Accessing Synapse Demo Videos

You can view Synapse demo videos at <http://telephones.att.com/smb>. In the left navigation menu, click on **Product Support**, then **Video Gallery**.

Accessing Synapse Product Documentation

For additional information on these features, see the "Synapse Administrator's Guide" at <http://telephones.att.com/synapseguides>.



CHAPTER
12

TROUBLESHOOTING

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

- *"Common Troubleshooting Procedures" on page 119*
- *"Display Messages" on page 120*
- *"Calls Generally" on page 121*
- *"Incoming Calls" on page 125*
- *"Outgoing Calls" on page 128*
- *"Voicemail" on page 130*
- *"Other Deskset Features" on page 132*
- *"WebUI" on page 134*
- *"PC/Deskset Interaction" on page 135*
- *"TL7600 Cordless Headset (SB67025 Only)" on page 136.*

**NOTE**

For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.



Common Troubleshooting Procedures

Follow these procedures to resolve common issues.

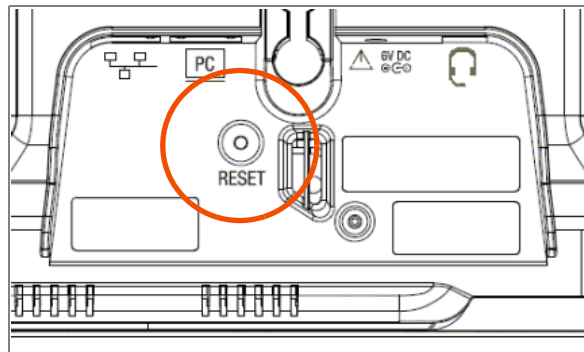
Resolving General Functional Issues

To resolve a blank screen or device that does not work at all:

- Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch.
- Verify that the AC power outlet has power. Try plugging in some other AC device. If nothing works, contact an electrician or use another power outlet.
- Verify that the DC plug is plugged into the power jack on the device.
- The system devices are not immediately active when powered up and after a power interruption. Allow at least 30 seconds for the device to boot up.
- If your Deskset uses Power over Ethernet (PoE), ask your system administrator to confirm that the PoE switch is working correctly.

To resolve a sluggish, unresponsive, or unusually behaving device:

Reset the device by pressing the **RESET** button on the back of the Deskset for less than five seconds or by removing and restoring AC power.



Pressing the **RESET** button for more than five seconds will erase all data and settings.

To restore a Deskset to factory defaults:

Insert a pen or paper clip into the Reset hole on the back of the Deskset and press the **RESET** button for more than five seconds.



Display Messages

The screen is blank or the Deskset menu does not work.

Probable Cause	Corrective Action
There may be no power or the Deskset may need to be reset.	■ See <i>"To resolve a blank screen or device that does not work at all:"</i> on page 119. ■ Reset the Deskset to factory defaults. Insert a pen or paper clip into the reset hole and press for more than five seconds.

The screen displays **Joining Site...** for more than one minute.

Probable Cause	Corrective Action
The Gateway is failing to synchronize with a Deskset configured for a different system configuration.	■ Always disconnect the LAN cable before restoring factory defaults (by pressing the RESET button more than five seconds).

The screen displays **Network Down**.

Probable Cause	Corrective Action
The Ethernet cable is unplugged.	■ Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the device and that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet port is green. If it is not, unplug the cable and plug it in again.
There may be a problem with the office network.	■ Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator.

The screen displays **Synch Failed**.

Probable Cause	Corrective Action
The device synch failed when trying to connect to the system.	■ Reset the device. Insert a pen or paper clip into the reset hole and press for more than five seconds.
The maximum number of that type of device has been reached.	■ A device must be removed from the network and deleted from the system before another device can be added.



Probable Cause	Corrective Action
The same Deskset extension number already exists.	■ Reset the Deskset to factory defaults without the network cable connected. Use a paper clip to press and hold the reset switch for more than five seconds.
The device software version is different than the rest of the system.	■ Ask your system administrator to update all devices to the current software version.

The device screen displays **Synchronizing....**

Probable Cause	Corrective Action
Not enough time has elapsed.	■ The device may display Synchronizing... for a few seconds. This is normal and does not indicate a problem.

Deskset cannot make or receive phone calls and the Deskset screen displays **Synchronizing....**

Probable Cause	Corrective Action
The Deskset may have an incompatible software version.	■ Ask your system administrator to update your Deskset to the current software version.

Calls Generally

Calls are dropped.

Probable Cause	Corrective Action
Restoring Deskset settings or updating software while that extension is in use will cause all calls to be dropped.	■ Your system administrator should avoid updating software or restoring Deskset settings when you are likely to be using the phone.
The network is down.	■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled  and that the other end is plugged into your office LAN.
The Deskset extension was changed during the call.	■ Contact your system administrator. If changes were made to your extension while you were on a call, that call is dropped.



Probable Cause	Corrective Action
Maximum Call Duration was exceeded.	■ None. External calls that you transfer or forward to another external number use two lines. The duration of such calls is limited by a timer that your system administrator sets.

Deskset cannot make or receive phone calls.

Probable Cause	Corrective Action
Putting the T1 Gateway into loopback test mode prevents phone calls from occurring.	■ Do not run loopback tests while the T1 trunk is in use.
Your Deskset is not synchronized.	■ Press MENU → 4 to verify that the Deskset Status is Synchronized . See “Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing....” on page 121 .
Your Deskset is not connected to the LAN.	■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset and that the other end is plugged into your office LAN.

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

Probable Cause	Corrective Action
The automatic PSTN Gateway line calibration did not run properly.	■ See your system administrator. There may be non-system equipment connected in parallel to the telephone line.

You cannot retrieve parked calls.

Probable Cause	Corrective Action
The first digit of an extension number matches the first digit of parked calls.	■ Your system administrator may have to correct your Dial Plan settings. Do not have extension numbers whose first digits match the park extension prefix.



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

Probable Cause	Corrective Action
You may be experiencing network problems.	■ Your LAN administrator should ensure the following minimum guidelines are met: ● A switched network topology is recommended (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s). ● The office network infrastructure should use Cat.-5 wiring. ■ Do not connect a network server PC to the PC port on the Deskset. ■ Make sure the network cable is solidly plugged in. If you tug on the cable, the plug should remain inserted.

A call is forwarded or transferred to an external telephone number and the call is disconnected.

Probable Cause	Corrective Action
Telephone line to telephone line call times have been restricted. Calls that are forwarded or transferred to an external phone number use two PSTN lines or voice channels for the duration of the call. To avoid tying up two outside lines, these calls are on a timer.	■ Ask your system administrator to reset the Timer for Forwarded and Transferred Outside Calls.

You are unable to transfer a call to an extension or an extension's voicemail. A "Call could not be transferred" message appears.

Probable Cause	Corrective Action
The extension is unavailable.	■ Check if the destination extension has been disconnected or deleted from the network. ■ All the destination extension's lines may be busy. ■ If the party you have on hold hangs up, call back and start the transfer process again.



Your Deskset does not automatically forward a call to another extension.

Probable Cause	Corrective Action
Call Appearance mode only —The Call Forward All settings are incorrect.	■ Check that Call Forward All is on (FWD should appear in the top right corner of the screen while in Idle mode). ■ Ensure that a valid extension number has been entered as a destination extension. ■ Confirm that the Call Forward All Target is set to Ext.

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

Probable Cause	Corrective Action
Transferring to an external phone number has been disabled, or no lines are available.	■ Check that your system administrator has enabled transferring to an external phone number. ■ Ensure that a valid external number is shown in the to Phone # field. Enter a 9 or whatever digit, if any, that must be dialed first for an external call. ■ Ensure that the Gateway is connected to the network. ■ All phone lines may be in use. If so, try again later.

Deskset does not automatically forward a call to an external phone number.

Probable Cause	Corrective Action
Forwarding to an external phone number has been disabled or Call Forward All or the Call Forward–No Answer settings are incorrect.	■ Call Appearance mode only—Check that Call Forward All is on. FWD should appear in the top right corner of the screen while in Idle mode. Press MENU, then 1, then 6 to turn this feature on. ■ Call Appearance mode only—Confirm that the Call Forward All Target is set to Phone #. On the Deskset, press MENU → 2 → 2 → 1. ■ Ensure that a valid external number is shown in the to Phone # field. Enter a 9 or whatever digit, if any, that must be dialed first for an external call. ■ Check that forwarding to an external phone number has been enabled. Your system administrator must enable Call Forward / Transfer to Outside Telephone Number for your Deskset.



You are unable to manually forward a call to voicemail.

Probable Cause	Corrective Action
You cannot forward incoming Ring Group calls and incoming Call Queue calls to voicemail.	Nothing. The system administrator can designate a Deskset as a forwarding destination if the Ring Group call is unanswered. If that Deskset does not answer the forwarded call, the call will be forwarded again according to that Deskset's settings.

You don't hear a Park Ringback tone.

Probable Cause	Corrective Action
The Ringer volume is set to OFF.	On the Deskset, press the VOL + button.

Incoming Calls

Your Deskset does not receive incoming calls.

Probable Cause	Corrective Action
Incoming call notifications have been suppressed or delayed, or incoming calls are redirected by the Deskset, or incoming calls are not directed to the Deskset.	- Verify that Do Not Disturb is off. Make sure that DND is not in the top right corner of the Deskset display. Press MENU → 1 → 5 (Call Appearance mode) or MENU → 1 → 4 (Line Appearance mode) to turn this feature off. Call Appearance mode only—Verify that Call Forward All is off. Make sure that FWD is not in the top right corner of the Deskset display. Press MENU → 1 → 6 to turn this feature off. - Incoming calls may be directed to a Ring Group or Call Queue that you are not part of. Calls may also be redirected via DID numbers and Trunk Routing. Line Appearance mode only—Incoming calls on the line are being forwarded to a CFNA destination and the Seconds before Forwarding setting is 0 Seconds. See your system administrator.



Probable Cause	Corrective Action
The ringer volume is too low or a ring delay is set.	■ Press the VOL+ key to increase ringer volume. ■ Call Appearance mode only—Verify that the ring delay is set to 0 seconds. Press MENU → 2 → 3 → 2 to adjust the ring delay.
Another extension answered your calls remotely.	■ None. If another extension is configured to monitor your call activity, the other extension can answer your incoming calls.

You receive only caller ID numbers, not caller ID names.

Probable Cause	Corrective Action
Your T1 telephone service provider may use DMS-100 or 5ESS signalling protocols, which do not support caller ID name delivery.	■ Talk to the service provider about obtaining PRI-NI2 signaling.

External caller cannot find your extension in the Auto Attendant Directory.

Probable Cause	Corrective Action
You have not recorded a Personal Name.	■ Record a name at the Deskset. Press MENU → 2 → 1 → 2 to record a Personal Name to be played to callers.
Your system administrator has not entered your first and last name into the Extension list.	■ Consult your system administrator.
The external caller may not be waiting long enough for the search.	■ Tell callers that after spelling the name, they can press the pound (#) sign to start the search.

Call Appearance mode only—Call does not Auto Answer.

Probable Cause	Corrective Action
The Deskset is set to Call Forward All.	■ Deactivate Call Forward All. Press MENU → 1 → 6.
Direct Intercom is enabled and only calls from certain extensions are automatically answered.	■ Ask your system administrator to disable Direct Intercom, then enable Auto Answer on your Deskset. On the Deskset, press MENU → 2 → 3.
The Deskset is in DND mode.	■ Deactivate DND. Press MENU → 1 → 5.



Probable Cause	Corrective Action
Your Auto Answer delay is greater than your Call-Forward – No Answer delay.	Adjust the Auto Answer delay. Press MENU → 2 → 2 → 2.
Ring Group calls cannot be automatically answered.	If your location has DID numbers, ask your system administrator to assign a DID number to your extension and ask people whose calls you want auto answered to dial your DID number.

Line Appearance mode only—Call does not Auto Answer.

Probable Cause	Corrective Action
The Deskset is in DND mode.	Deactivate DND. Press MENU → 1 → 4.

Caller ID is not working. The display shows ◀ Phone# ▶ and a digit for the name, and the same digit for the phone number.

Probable Cause	Corrective Action
Your organization does not subscribe to caller ID service or you have DSL phone lines without filters installed.	- Caller ID is a subscription service. You must subscribe to this service from your local telephone service provider for this feature to work on your phone. - The caller must be calling from an area that supports caller ID. - Both you and your caller's telephone companies must use caller ID compatible equipment. - If you have DSL phone lines, confirm that you have a DSL filter plugged in between each Deskset and DSL wall jack. The DSL filter must be plugged into the wall jack, not the Gateway.

Line Appearance Mode only—The Line Appearance key appears red for several seconds before the Deskset rings and the incoming call screen appears.

Probable Cause	Corrective Action
The line is a shared fax/voice line.	None. The line appears busy during the fax detection period, during which the system determines where to route the incoming call. If the system detects incoming fax tones, it routes the call to the fax machine. If no fax signal is detected, your Deskset rings.



Extension Monitor key does not flash for incoming calls.

Probable Cause	Corrective Action
The system is in Line Appearance mode.	None. In Line Appearance mode, the Extension Monitor key LED flashes green for an incoming call when: ■ the call is on the Intercom line ■ an external call is forwarded to an extension through a Call Forward-No Answer setting ■ an external call is transferred to an extension.

Outgoing Calls

No dial tone.

Probable Cause	Corrective Action
Handset cord is plugged into the wrong jack.	■ Ensure the handset cord is plugged into the handset jack on the side of the Deskset. Do not connect the handset cord to the corded headset jack on the back of the Deskset.

When you dial an external number, you reach an extension instead.

Probable Cause	Corrective Action
The extension prefix matches the first digit of the external phone number you tried to dial, and you don't have to dial a digit before dialing external phone numbers.	■ Consult your system administrator.

You cannot make calls to an external number.

Probable Cause	Corrective Action
An external phone number cannot be accessed through the Gateway.	■ Ensure that you enter a 9 or whatever digit, if any, that must be dialed first for an external call. For example, 9-1-555-0123. ■ If you see All Phone Lines Busy on the Deskset screen, try again later because all outside lines may be in use. ■ Ensure that a Gateway is connected to the network and that it resides on the same subnet as the Deskset.



Probable Cause	Corrective Action
Call Appearance mode only —Your extension has a trunk reservation for outgoing calls, and all lines and channels are being used for active or incoming calls, or are reserved for other extensions.	■ Wait for a channel or line to become available. ■ The system administrator can either remove the reservations from some trunks or contact the service provider to add more analog telephone lines or T1 channels.

You cannot make international long distance calls.

Probable Cause	Corrective Action
Call Appearance mode only —If no trunk prefix (digit entered before dialing external calls) is set, phone numbers, including international or country codes, that start with 0 (zero) will go to the Synapse system operator.	■ Consult your system administrator.

You cannot access phone company services like 411.

Probable Cause	Corrective Action
Call Appearance mode only —If any x11 extensions already exist (such as 411, or 611), then the extensions take precedence. In other words, dialing 411 calls extension 411, not the 411 directory service. 911 cannot be assigned as an extension number.	■ Consult your system administrator. ■ Ensure that you enter a 9 or whatever digit, if any, that must be dialed first for an external call. For example, 9-1-555-0123.

Call Appearance mode only—The PSTN Trunk reservation is not being honored.

Probable Cause	Corrective Action
An incoming call may be using that line. Parking calls and forwarding calls on a reserved trunk does not free up the trunk.	■ Consult your system administrator about setting up Trunk Routing to reserve the incoming path to the "special" extension. ■ A Forwarded call must end before the reserved trunk is available.



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

Probable Cause	Corrective Action
This system does not support DDN.	■ DDNs in the Call Log are treated like all other caller ID phone numbers.

Voicemail

Voicemail is not received at the extension you called.

Probable Cause	Corrective Action
The extension's voicemail is full.	■ Delete messages.
Extension is unplugged.	■ Plug in the extension.
Distribution list error.	■ Verify the distribution list. Log on to the WebUI, then click Voicemail Distribution .

Your Deskset does not receive voicemail.

Probable Cause	Corrective Action
Calls are not being directed to voicemail, or the voicemail memory is full.	■ Call Appearance mode only—Verify that Call Forward All is off or is targeted to voicemail. ● Press MENU → 1 → 6 to turn this feature off. FWD will not be in the top right corner of the Deskset display. ● To set the Call Forward All target, log on to the WebUI. On the Basic Settings page, set the Target Type to Voicemail. Then click Apply. ■ Ask the system administrator to check the Call Forward – No Answer setting. Calls may be forwarding to another phone number instead of voicemail. ■ You may need to delete some messages to create space.



Incomplete voicemail messages.

Probable Cause	Corrective Action
Recording interrupted by time-out or full memory.	■ If a caller leaves a very long message, part of it may be lost when the Deskset disconnects the call after two minutes. ■ If the caller pauses for longer than six seconds, the Deskset stops recording and disconnects the call. ■ If the Deskset's memory becomes full during a message, the Deskset stops recording and disconnects the call. ■ If the caller's voice is very soft, the Deskset may stop recording and disconnect the call.

Unable to find a message in a Group Mailbox.

Probable Cause	Corrective Action
Group Mailboxes are accessed by multiple users.	■ None. Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.

The number of new messages in a Group Mailbox changed spontaneously.

Probable Cause	Corrective Action
Group Mailboxes are accessed by multiple users.	■ None. Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.



The system does not respond to remote voicemail commands.

Probable Cause	Corrective Action
The system cannot detect Dual-Tone Multi-Frequency (DTMF) tones, which are the signals sent when the caller presses dial-pad keys.	- Confirm you have entered star, star (**) before entering your remote access code (user password). If you have no password, press star, star (**), then pound (#). - Confirm you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system. - The answering system might not detect the star, star (**) while your announcement is playing. Try waiting until the announcement is over before entering the code. - There may be interference on the phone line you are using. Press the dial-pad keys firmly.

Other Deskset Features

Other Desksets do not appear in the extension list.

Probable Cause	Corrective Action
The Deskset is not connected to the same subnet as the other Desksets.	- Verify that the first two sections of the IP address (the portion before the second "dot") match the IP addresses of the other Desksets or that the subnets are set up to communicate with each other. Press MENU → 4 at a Deskset to find the IP address. - If the other Desksets have been assigned static IP addresses, you may have to assign your Deskset a static IP address to match the other Desksets.

You are unable to record a greeting.

Probable Cause	Corrective Action
Call Appearance mode only —The selected Deskset is set up to forward all calls.	- Select a different Deskset on which to record the greeting. Call Appearance mode only—Disable the call forwarding on the selected Deskset. Press MENU → 1 → 6.



There is no **DistrList** key so you cannot forward messages to a distribution list.

Probable Cause	Corrective Action
The DistrList key is not present unless the distribution list feature is enabled and you have created at least one distribution list.	Log on to the WebUI and click Voicemail Distribution. Enable voicemail distribution, and create one or more distribution lists.

You are unable to add an entry to the quick-dial list.

Probable Cause	Corrective Action
If you have an SB67030/031 Deskset, all six quick-dial entries have been used.	- Edit quick-dial entries on the Deskset to write over an existing entry: - Press the button to the right of . - Press Edit List to add or edit a quick-dial entry. - Edit quick-dial entries on the WebUI to write over an existing entry: - Log on to the WebUI and click Quick Dial Keys. - Edit the quick-dial entries. - Click Apply.
Your SB67030/031 Deskset has been configured for Call Queue. The quick-dial key and quick-dial list are unavailable.	See your system administrator if you need to use Quick Dial instead of Call Queue.
If you have an SB67020/025 Deskset, the system administrator must configure one or more programmable feature keys as quick-dial keys before they can be used.	Ask your system administrator to configure one or more quick-dial keys for your Deskset.



WebUI

Unable to access the WebUI Login page from my computer.

Probable Cause	Corrective Action
The computer is not connected to the same subnet (network) as the Deskset, and the subnets are not set up to communicate.	■ Verify the IP address. You must correctly enter the IP address of your Deskset into your Internet browser's address bar. At the Deskset, press MENU → 4 to see the IP address displayed in the third line of the information. ■ Ensure that there is an Ethernet cable attached to Network port on the Deskset and to the LAN. If a PC at the same workstation is sharing the LAN connection, attach an Ethernet cable to your computer's Ethernet port and to the PC port on the back of the Deskset. ■ Confirm that your computer and your Deskset are on the same subnet so that they can talk to each other. Check that the first three sections of each IP address are the same. If they are not, they may not be connected to the same subnet. Contact the installer; the subnets may not be set up to communicate.

Changes made in the WebUI are not saved.

Probable Cause	Corrective Action
 must be clicked on each page to confirm the changes.	■ Click  on each page to confirm the changes.



PC/Deskset Interaction

Internet connection or access to the local network on your computer does not work after installing the Deskset.

Probable Cause	Corrective Action
The Ethernet cables are not installed correctly.	Check that the Ethernet cable from the computer is plugged into the Deskset port labeled PC. A second Ethernet cable should be plugged into the Ethernet port on the Deskset marked  with the other end plugged into your LAN.

Your PC is slower after connecting it to the LAN through the Deskset.

Probable Cause	Corrective Action
A computer connected through the Deskset will be limited to 100 Mbits/s.	Use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth.

Your PC, which is connected to the LAN through the Deskset, briefly loses its network connection.

Probable Cause	Corrective Action
For PCs connected to the LAN through Desksets, disruption to the Deskset operation affects the PC. For example, when the Deskset restarts (possibly due to a software upgrade) the connection to the LAN is temporarily lost.	- If the PC is connected to the LAN through the Deskset, your system administrator should avoid updating software or restoring Deskset settings when you are using the workstation. - If the PC is connected to the Deskset, and if the PC is connected to an Uninterruptible Power Supply (UPS), plug the Deskset into a UPS. - Use separate Ethernet connections for the Deskset and the computer.



TL7600 Cordless Headset (SB67025 Only)

The TL7600 headset not responding.

Probable Cause	Corrective Action
The headset has lost connection to the Deskset.	1. Disconnect the Cordless Headset battery. 2. Wait three minutes. 3. Install the battery again and place the Cordless Headset into the charger. 4. Wait for the ON/OFF light on the headset to display a blue light, indicating that the headset was able to reestablish its connection with the Deskset. Allow up to one minute for this to take place.

The light on the TL7600 headset flashes orange and blue; the headset does not work.

Probable Cause	Corrective Action
The headset is not registered.	■ Register the headset at the Deskset. On the Deskset, press MENU -> 2 -> 6 -> Register . ■ Once the headset is registered, the headset light is blue when the headset is placed in the charger.

The TL7600 headset does not work at all.

Probable Cause	Corrective Action
The headset is not getting power from its battery.	■ Verify that the battery is installed and charged correctly. ■ Place the headset into the accessory charger. Ensure the charger is securely plugged into an outlet not controlled by a wall switch. The headset LED will light to indicate that the headset is charging. ■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery enough for the headset to work even briefly. In this case, the ON/OFF LED will remain off and you will not be able to use the device. After 10 minutes of charging, remove the headset from the charger and press ON/OFF on the headset or HEADSET on the Deskset to turn on the headset. ■ Replace the headset battery.



The TL7600 headset registration is not working.

Probable Cause	Corrective Action
The headset and the Deskset are not communicating with each other.	■ Confirm that you have placed the headset in the charger before you press Register on the Deskset. ■ If registration does not start, try lifting the headset out of the charger for a few seconds before placing it back.

Poor audio quality. Speech is cutting out.

Probable Cause	Corrective Action
The headset is almost out of range or is experiencing interference.	■ You may be close to being out of range. Try moving closer to the Deskset. ■ Other electronic products can cause interference with your headset. Try installing the Deskset far away from devices such as televisions, microwaves, or other cordless devices. ■ If the problem persists, check audio quality on the Deskset and/or contact your system administrator.

HEADSET key on Deskset does not work.

Probable Cause	Corrective Action
Headset is in the charger or powered down.	■ Confirm that the headset is out of its charger before you press HEADSET. ■ Confirm that the headset has sufficient power. If the headset does not respond and the blue light does not blink, the battery may have no charge. Place the headset in the charger for at least six hours.

MUTE key on the Deskset does not mute the headset.

Probable Cause	Corrective Action
MUTE keys on Deskset and headset operate separately.	■ None. Only the MUTE key on the headset mutes calls. The MUTE key on the Deskset does not work with the headset.



No dial tone.

Probable Cause	Corrective Action
Headset cannot communicate with Deskset.	■ Verify that the Deskset can make external calls. For more information, see <i>"Outgoing Calls"</i> on page 128. ■ You may be out of range of the Deskset; move closer. ■ At the Deskset, confirm that your headset is registered to the Deskset. On the Deskset, press MENU → 2 → 6. If the headset is registered, the screen indicates Headset is registered.

Batteries do not hold a charge.

Probable Cause	Corrective Action
Bad battery or bad battery connection.	■ Make sure that the headset battery is installed and securely plugged into the connector. ■ Charge the battery for at least six hours. For optimum daily performance, return the Cordless Headset to the charger when not in use. ■ You may need a new battery. ■ Your headset might be malfunctioning. Contact the headset manufacturer.



The Deskset shows no indication that the headset is on a call.

Probable Cause	Corrective Action
The headset is registered to another Deskset. If others are using headsets in your vicinity, someone may have accidentally registered your headset to their Deskset.	■ If nearby people have headsets, they may have accidentally registered your headset to one of their Desksets. a. Verify that a headset is registered to your Deskset. On the Deskset, press MENU → 2 → 6. If the headset is registered, the screen indicates Headset is registered. b. If a headset is registered, it may not be yours. Deregister your headset from the Deskset, and ask all users in the vicinity to deregister their headsets. At a Deskset, press MENU → 2 → 6 → DeReg. c. Start the registration process again, but with one user at a time registering a headset. At a Deskset, press MENU → 2 → 6 → Register.

A buzzing sound on my TL7600 headset.

Probable Cause	Corrective Action
Noise interference.	■ Move the headset at least 12 inches away from the Deskset. ■ Other electronic products can cause interference with your Cordless Headset. Try using your headset as far away from these types of electronic devices as possible: television sets, microwaves, or other cordless telephones.

Unable to deregister TL7600 headset.

Probable Cause	Corrective Action
The Deskset is unavailable (powered off, out of range, or removed from the system).	■ Deregister the headset at the headset. Press: VOL+ → MUTE → VOL- → MUTE → VOL+ → VOL- → MUTE.
You cannot identify or locate the Deskset that the headset is registered to.	■ If the headset is registered to an unknown Deskset which has AC power, you must carry the headset out of range of the Deskset and perform the Deregistration sequence described above. You will know when the headset is out of range when you press ON/OFF and you hear three beeps and no dial tone.



APPENDIXES

Appendix A: Soft Keys

The Synapse SB67020/SB67025 deskset features keys below the LCD screen. The bottom of the screen displays the appropriate label for each key as the function of the key changes.

Table 25 provides an alphabetical list of the labels that appear above the Deskset soft keys.

Table 25. SB67020/025 Deskset Soft Key Functions

Function	Description	Function	Description
 "." 	Enters a dot in IP address.	 DelMsg 	Deletes a voicemail message.
 Activate 	Sets an option as the current Active option.	 Details 	Shows any additional information.
 Answer 	Answers an incoming call.	 DistrList 	Opens the distribution lists.
 Backspc 	Backspace the cursor when entering data.	 Done 	End recording and return to previous screen.
 Call 	Dials the on-screen entry.	 Drop 	Drops the on-screen party from a conference call.
 Callback 	Allows dialing options before calling a number.	 Edit 	Edit the current entry.
 Clear 	Clears the current entry.	 EndConf 	Ends a conference call and hangs up all parties.
 ClrNew 	Clears NEW indication from a message.	 EndPage 	Ends paging.
 Conf 	Initiates a conference call.	 ExtList 	Opens the Extension list.
 DelAll 	Deletes all records.	 FirstNme 	Switches between first and last name sort in the Directory and Extension lists.
 Delete 	Deletes a record.	 LastNme 	
		 Flash 	Initiates a hook flash.



Table 25. SB67020/025 Deskset Soft Key Functions (Continued)

Function	Description	Function	Description
FwdMsg	Initiates Message Forward function.	ParkList	Opens the Park List.
FwdVM	Forwards incoming call to voicemail.	Pause	Inserts a two-second pause in a digit string.
Ignore	Silences ringer during incoming call.	Play	Plays a message or recording.
Intro	Record an introductory message.	PlayAll	Plays all voicemail messages.
Join	Adds the on-screen party to a conference call.	PlayMsg	Plays a message from the Call Log.
Listen	Listen to a voicemail message.	PlayRec	Plays a recording.
LvMsg	Create a new message for a distribution list.	Record	Begins a recording.
MrkNew	Marks the current message as NEW .	Retrieve	Retrieves a parked or queued call.
MBList	Opens the Mailbox list.	Save	Saves a setting.
New	Creates a new Directory entry.	Send	Sends a voicemail message.
No	Cancels proposed action.	Settings	Displays the Directory Settings menu.
Options	Displays a list of options.	Stop	Stop recording.
Page	Initiates a system page.	Store	Stores the name and number into the Directory.
Park	Parks a call.	Transfer	Initiates transfer of a call.
		VMList	Displays a list of extensions to which you can transfer a call directly to voicemail.
		Yes	Confirms proposed action.



Appendix B: Technical Specifications

Table 26 lists the technical specifications for the SB67020/025 Deskset.

Table 26. Technical Specifications

Feature	Specification
Size	6.9" × 7.9" × 8.1" (H × W × D @57° angle), 7.9" × 7.9" × 7.1" (H × W × D @41° angle)
Weight	35.59 oz. (1009 g) (including adapter)
Power Requirements	5.1 V DC @ 1700 mA, 48 V DC Typ. (PoE Class 2)
Transmit Frequency	Deskset, Cordless Headset: 1921.536–1928.448 MHz
RJ-45 Ethernet Network Jack	(10Base-T/100Base-Tx) with auto MDI/MDIX switching
Headset Jack	Traditional corded headset jack type with 2-conductor wiring

Appendix C: Maintenance



Your system contains sophisticated electronic parts, so it must be treated with care.

Avoid Rough Treatment

Handle the unit gently. Save the original packing materials to protect your equipment if you ever need to ship it.

Avoid Water

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

Electrical Storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, exercise caution when using electrical appliances during storms.

Cleaning Your Unit

Your unit has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap solution. Do not use excess water or cleaning solvents of any kind.



Appendix D: Important Safety Instructions



This symbol alerts you to important operating or servicing instructions in this document. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- Do not place this product on an unstable surface.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the unit because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product; take it to an authorized service facility. Opening or removing parts of the unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table or cabinet outlet.

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

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled on the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- If the product has been dropped and the unit has been damaged.
- If the product exhibits a distinct change in performance.



Appendix E: GPL License Information

Portions of the software associated with this product are open source, and fall within the scope of the GNU General Public License (GPL). Accordingly, those portions of code are available to the public, consistent with the requirements of the GPL, in either source code format or object code format, depending upon the nature of the code at issue. If you would like to exercise your right to receive the available code, please send a cashier's check, payable to VTech Communications, Inc., in the amount of \$15.00 (U.S.\$) to:

VTech Communications, Inc.,
9590 SW Gemini Drive, Suite 120
Beaverton OR 97008

ATTN: Information Technology Group—Synapse/Syn248 GPL code request, along with a written request for the available code. If your request does not fully comply with the foregoing requirements, VTech reserves the right to reject your request. Further, by requesting and receiving the available code, you release VTech, its affiliates, and its and their officers, directors, employees, and representatives ("VTech Parties") from any liability or responsibility relating to such code, and you acknowledge that the VTech Parties make no representations with respect to the origin, accuracy, usability, or usefulness of such code, and the VTech Parties have no responsibility to you whatsoever concerning the code, including without limitation any responsibility to provide explanation, support, upgrade, or any communication whatsoever. Your review or use of the available code is at your sole risk and responsibility.



GLOSSARY

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

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

analog phone: A non-Synapse telephone that plugs directly into a normal telephone wall plug or into the Synapse PSTN Gateway BYPASS port or ATA FXS port.

ATA (Analog Terminal Adapter): Allows the integration of non-Synapse analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox.

Auto Answer: You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you. In Line Appearance mode, Auto Answer applies to Intercom (extension-to-extension) calls only.

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

Aux Out: A 3.5 mm jack on the ATA that can be used to connect some single-zone overhead paging devices.

Available (☎): An SB67030/031 Deskset screen icon that indicates that there is a Call Appearance key that is not busy with predialing, dialing, ringing, or an active or held call.

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

Call Appearance: On the SB67020/025 Deskset, the programmable feature keys identified as Call Appearance keys on the right side of the Deskset. On the SB67030/031 Deskset, the five icons on the right side of the Deskset display and the keys and LEDs associated with those icons. These keys access active and held calls, and calls that are being dialed or predialed. The LEDs and icons indicate the state of each call or potential call.

Call Forward All: Automatically forward calls before they ring. All calls are immediately forwarded to the specified destination.

Call Forward–No Answer: Automatically forward unanswered calls to voicemail, an extension, or external phone number.

Call screening: Listening to a voicemail message while it is being recorded.

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

DECT (Digital Enhanced Cordless Telecommunication): A wireless telephone technology developed specifically for cordless telephones using frequencies between 1.8 and 1.9 Gigahertz. DECT communication is resistant to interference from other electronic equipment, has longer range, and improved battery life.

default: The original product settings.



deregister: To remove the association between an SB67030/031 Deskset and a Cordless Handset or Cordless Headset.

dial pad: The **0** through **9**, *****, and **#** keys on the Deskset and the SB67040 Cordless Handset.

direct dial: Allows callers to directly dial users' extension numbers after the Auto Attendant answers.

Directory: A list of names and phone numbers.

Display Names: The names that the system administrator enters to identify each extension number. The Auto Attendant uses these names to assist callers in forwarding calls.

DID: This feature allows external callers to directly dial an extension, bypassing the Auto Attendant and the operator.

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

DND ON (DND): An indicator in the top right corner of the Deskset display that illuminates when you turn on the Do Not Disturb feature.

DTMF (Dual-Tone Multi-Frequency): Telephone tones commonly known as "touch-tone".

Emergency Bypass Port: The fifth SB67010 PSTN Gateway jack that can provide telephone operation during a power failure when used with an analog phone.

Ethernet: A type of computer networking technology that connects devices via Local Area Networks (LANs).

Extension Directory: A private list of names and phone numbers available to only a single extension (referred to as "Personal list" on the Deskset).

Extension list: A list of names and extension numbers for the Synapse system telephones.

extension number: The three-digit or four-digit number representing each individual Deskset.

external call: A phone call between a phone not a part of your Synapse system and an extension within your Synapse system.

factory default: The original product settings.

FWD: An indicator in the top right corner of the SB67020/025 Deskset display that appears when the Call Forward feature has been turned on. This feature causes calls to that extension number to be automatically forwarded to another extension, external phone number, or to voicemail.

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

FXS station port: A jack on the ATA for connecting non-Synapse analog telephone equipment to the Synapse system.

Gateway: A network device equipped for interfacing with another network that uses different protocols.



greeting, preset: The voice message that plays to callers if the user has not recorded an outgoing message.

Group Mailbox: Provide general delivery of voicemail messages to a group within an organization. Only subscribers can access these voicemail messages.

hard key: Any physical key on the Deskset, Cordless Handset, or Gateway. Examples include **MENU** and **1** on the Deskset; and **SELECT** and **CANCEL** on the SB67010 Gateway.

hard reset: An action that restores factory default settings.

Hold announcement: A recorded message to play while calls are on hold. It can be combined with music on hold.

hunt group: A telephone company feature that allows calls to a busy phone number to roll over to the next available line or a Synapse system ring group feature where unanswered calls are forwarded to the next available extension in a predefined group of extensions.

icon: A small picture in the display that presents status information.

Idle: The mode of a device when it is not involved in call or call setup activity.

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

internal call: A phone call made from one of your Synapse system extensions to another extension.

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

key beep: When enabled, pressing a key plays a tone.

LAN (Local Area Network): A communications network that allows data devices to communicate with each other.

LCD (Liquid Crystal Display): The screen that provides instructions and feedback.

LED (Light Emitting Diode): A small light on a device that indicates status.

live dial: Dialing after the phone is off hook.

main menu, Auto Attendant: The Auto Attendant messages and actions that are available to callers before the callers take additional actions.

MoH (Music on Hold): Music or other audio that plays to an external caller that has been put on hold by a Synapse user.

multi-zone paging: Paging through a multi-zone overhead paging system. The overhead loudspeakers are configured in multiple areas and transmit messages independently.

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

off hook: Indicates that you are on a phone call, have lifted the corded handset, or have pressed **SPEAKER** or **HEADSET** to answer a call or to prepare to make a call. You are off hook from the moment that you hear a dial tone to when you hang up a call.

OHP (overhead paging) system: An amplified public address system.

on hook: Indicates that no corded handset, speakerphone, Cordless Handset, or corded or Cordless Headset is active.



operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero).

page: Broadcasts your voice to all idle extensions that do not have Do Not Disturb turned on.

paging zone: A set of extensions that can be paged as a group.

park: A form of hold that allows held calls to be retrieved by a user at any Synapse extension.

Park List: The list of unretrieved parked calls.

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

Pilot Number: Usually the company's main telephone number.

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

predial: Enter digits before going off hook to make a call.

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

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

quota: The maximum recording time for a Group Mailbox.

reboot: Restart a device.

Redial: Accesses the log of outgoing calls.

Remote site: A Synapse site in another location that is linked to your office through a SIP Gateway. You can call remote Desksets by dialing their extension number. You can also make long-distance calls through a remote site as if you were dialing a local call. Depending on your system configuration, you may need to dial a prefix such as 9 to make remote site calls. Consult your system administrator.

RF (radio frequency): The communication channel for most Cordless Handsets and Cordless Headsets.

ring group: Groups of extensions configured by the system administrator to all ring in a predetermined pattern within the group when calls come in for that group.

router: An electronic device that connects two or more other electronic devices to each other, allowing them to communicate.

single-zone paging: Paging to a single set of overhead loudspeakers. All speakers transmit the same announcement simultaneously.

SIP: Session Initiation Protocol, a signaling protocol used for voice and video communications over the Internet.

soft key: The Synapse Desksets and Cordless Handsets feature keys below the LCD screen. The bottom of the screen displays the appropriate label for each key as the function of the key changes.

subscriber: A user who can access messages in a Group Mailbox.

supervised transfer: Occurs when you communicate with the transfer recipient before completing a transferred call.



switch: A network switch links electronic devices. The switch processes and routes data flexibly, allowing more data to be handled without error.

system administrator: A person to perform functions such as setting up and modifying system configurations. This system administrator can be an employee or your telephone equipment provider.

System Directory: This list of names and phone numbers is created and maintained by the system administrator. All system users can sort and view this list.

system operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero).

T1: A digital signaling standard to transmit voice and data between devices.

trunk: A communications connection between the Synapse system and the telephone company.

unsupervised transfer: Occurs when you do not communicate with the transfer recipient when transferring calls. The transfer recipient does not have to pick up the phone and talk to you before receiving the transferred call.

VoIP (Voice over Internet Protocol): A transmission technology for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. Other synonymous terms include IP telephony, Internet telephony, Voice Over BroadBand (VoBB), broadband telephony, and broadband phone.

WebUI (Web User Interface): A means of interacting with a product using a computer interface. Connection to the World Wide Web is not necessary.

