Syn248®

Quick Start Guide

AT&T SB35020/SB35025 Deskset

Deskset Overview

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

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

Soft Keys
Perform different actions depending on the LCD labels.

Hard Keys
A set of fixed-function keys.

Voicemail Indicator
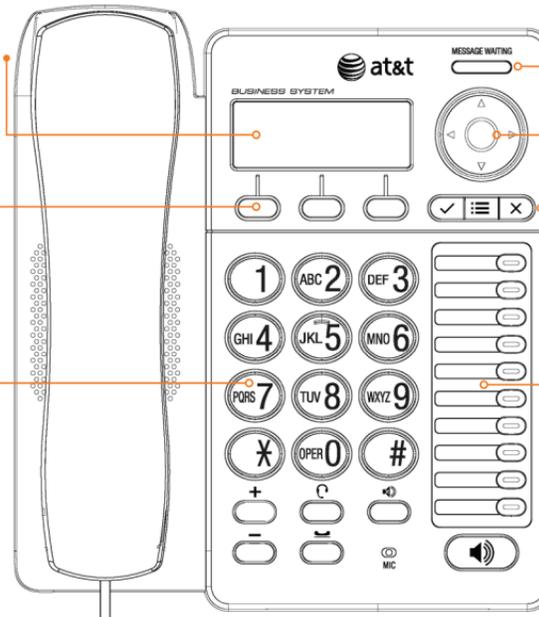Lights when there are new Voicemail messages.

Navigation Key
Moves the cursor up/down/left/right and shows additional entries and soft key labels.
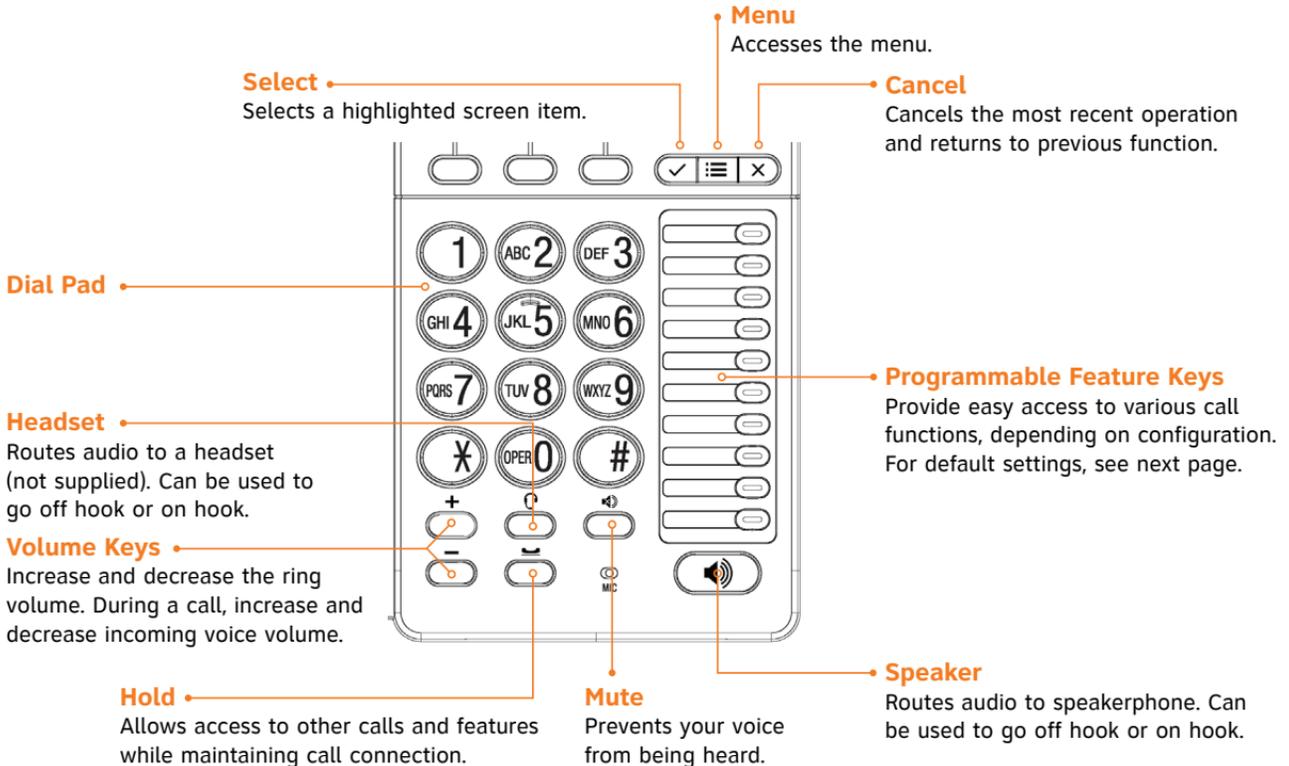
Display Keys
Control the display.

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

Hard Keys

Menu
Accesses the menu.

Select
Selects a highlighted screen item.

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

Dial Pad

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

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

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

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

Mute
Prevents your voice from being heard.

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

Programmable Feature Keys

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

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

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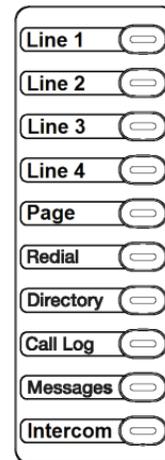- QD_____ (Quick Dial)
- DND (Enable/disable Do Not Disturb)
- Help

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

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

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

For information on entering quick-dial numbers, see "Web Interface" in the User's Guide, available from **www.telephones.att.com/smb**.

Programmable Feature Key LEDs

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

Key	LED Activity	Description
Line 1–4	Off Steady GREEN Slowly Flashing GREEN Quickly Flashing GREEN Steady ORANGE Slowly Flashing ORANGE	No call Active call Held call Ringing incoming call Active call at another Deskset Held call at another Deskset
Page	Off Steady GREEN Quickly Flashing GREEN	No page Making page Receiving page
Do Not Disturb	Off Steady ORANGE	DND Off DND On
Call Log	Off Steady ORANGE	No new calls One or more new missed calls
Messages	Off Steady ORANGE	No new messages One or more new messages
Intercom	Steady GREEN Slowly Flashing GREEN Quickly Flashing GREEN	Active call Held call Ringing incoming call

Idle Screen

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

Date and Time •————————○

Extension Name •————————○
Name that the system administrator
assigned to this Deskset.

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

   2 New Messages  ○
```

○——• **Status Indicator Area**

○——• **Extension Number**
Number assigned to this Deskset.

•——• **New Messages**
Number of new, unreviewed
voice messages.

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

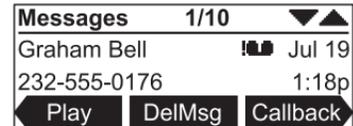| Icon	Status	Icon	Status
ANS	Intercom Auto Answer is on.		Ringer volume is set to off.
DND	Do Not Disturb is on.		
FULL	Voicemail is full.	**<5M**	Voicemail is nearly full.

Soft Keys and Scroll Indicators

Soft Keys

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

Soft key labels with ▬▬ and ▬▬ shapes indicate the feature uses more than three soft keys. To view the additional keys, press ◁ or ▷ on the navigation key.
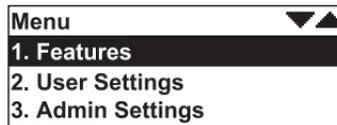
```
┌─────────────────────────────┐
│ 0:27                        │
│ Graham Bell            ¹  ☎ │
│ 232-555-0176               │
│ Transfer │  Conf  │  Flash │
└─────────────────────────────┘
```

Soft Keys
Change according to the current task.

```
┌─────────────────────────────┐
│ Messages      1/10    ▼▲   │
│ Graham Bell       ▐▐▐ Jul 19│
│ 232-555-0176         1:18p  │
│  Play  │ DelMsg │ Callback │
└─────────────────────────────┘
```

Scroll Indicators

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

Scroll Indicators

```
┌─────────────────────────────┐
│ Menu               ▼▲       │
│ 1. Features                 │
│ 2. User Settings            │
│ 3. Admin Settings           │
└─────────────────────────────┘
```

Making a Call

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

To predial a number:

1. Enter the phone number using the dial pad.

```
232-555-0176█

Store    Pause    Backspc
```

2. Go off hook. Lift the handset, press ◀)) (SPEAKER), ◗ (HEADSET) or an inactive Line key. Press the Intercom key if calling another extension.

To live dial a number:

1. From Idle mode, go off hook. Lift the handset, press ◀)) (SPEAKER), ◗ (HEADSET) or an inactive Line key. Press the Intercom key if calling another extension.

```
0:05
232-55                    ¹ ℂ

Transfer    Conf    Flash
```

2. Enter the phone number. When the number is complete, the Deskset dials the number.

To make a call from a list:

While viewing Directory, Call Log, Redial or Messages entries, press ▭Call▭ or ▭CallBack▭ to dial.

Answering a Call

To answer a call:

Lift the handset, press `Answer` , 🔊 (SPEAKER), 🎧 (HEADSET) or the flashing Line or Intercom key.

```
┌─────────────────────────────────┐
│ 0:02                            │
│ Graham Bell              ¹ 🔔   │
│ 232-555-0176                    │
│  Answer    Ignore               │
└─────────────────────────────────┘
```

To ignore a call:

Press `Ignore` . Your Deskset stops ringing. The caller continues to hear ringback tones until you or someone else answers the call, or until the call goes to the Call Forward–No Answer destination.

To answer multiple calls:

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

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

Call Status Icons

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

```
0:27
Graham Bell              1  [
232-555-0176
Transfer    Conf    Flash
```

Call Status Icon
The number indicates the number of the associated Line key.

Icon	Status	Description	Icon	Status	Description
	Off Hook	Indicates that you are dialing or on a phone call.		Conference	Shows for each line on a conference call.
	On Hold	Flashes when the call is on hold.		Conference On Hold	Flashes when a conference call is on hold.
	Ringing Call	Flashes for incoming calls.		Call Forwarded	Indicates that your call was forwarded to another extension or phone number.
	Ignored Call	Flashes for incoming calls when the ringer is off.	1, 2, 3...	Line Number	Indicates the number of the associated Line key.

Transferring a Call

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

To transfer a call:

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

```
0:05
Awaiting Transfer          1📞
232-555-0176
 ExtList     Vmail
```
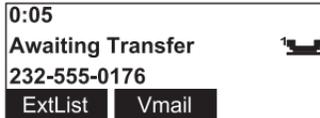
2. Make a second call by:
   • Pressing the Intercom key and dialing an extension number.
   • Pressing an available Line key and dialing an external number.
   • Taking a held call off hold.
   • Calling a number from a list. For example, press `ExtList` and select an extension to call.
   To transfer the call directly to an extension's voicemail, press `Vmail` and choose to view a list of extension voicemails or your personal voicemail.

```
0:05
Amy Lee                   10 📞
203
 Transfer
```

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

   The call is transferred.

Creating a Conference Call

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

To create a conference call:

1. Establish the first call, Call A.

```
0:27
Graham Bell                    1
232-555-0176
Transfer    Conf      Flash
```

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

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

```
0:03
Amy Lee                       10
203
   Join
```

4. Press `Join` . The selected parties will now join you in a conference.

```
0:15
Amy Lee                       10
203
   Drop     EndConf
```

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

Deskset Menu

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

Menu	▼▲
1. Features	
2. User Settings	
3. Admin Settings	
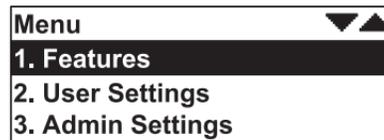
- Press **1** on the dial pad to display the **Features** menu — Held Calls List, Page, Messages, Do Not Disturb, Directory, Call Log, Redial, Help.

- Press **2** to display the **User Settings** menu — Greetings, Intercom Auto Answer, Deskset Settings, Directory Settings, User Password, Cordless Headset (**SB35025 only**).

- Press **3** to display the **Admin Settings** menu. A system administrator password is required.

- Press **4** to display the **Deskset Information** screen.

- If your extension is the operator extension, press **5** to change the **Auto Attendant** settings.

For more information, see the User's Guide, available from
**www.telephones.att.com/smb**.

Paging

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

To send a page:

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

   ```
   Paging Zones        ▼▲
   1. All Extensions
   2. Accounts
   3. Management
   ```
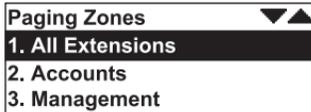
2. Highlight All Extensions or a paging zone.

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

   ```
       Paging All Extensions

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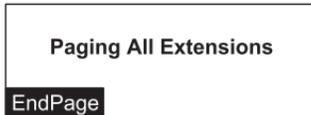
4. Use the speakerphone or pick up the handset to make your announcement.

5. When finished, press EndPage or ✗ (CANCEL), hang up the handset, or press 🔊 (SPEAKER). The Idle screen appears.

Accessing Voicemail

To access your messages, press ☰ (MENU), then **1**, and then **3**, or press the **Messages** programmable feature key (see page 5).

Messages 1/10 ▼▲
Graham Bell ▮▰▻ Jul 19
232-555-0176 1:18p
Play DelMsg Callback
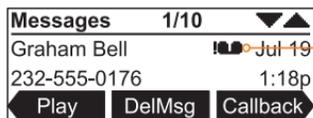
• **Message Icon**

! indicates a new message.

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

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

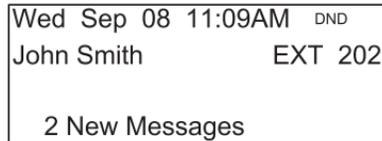The table shows the labels for the soft keys that appear in the Messages screen.

Play	Plays message.	DelMsg	Deletes displayed message.	Callback	Allows dialing options before calling a number.
DelAll	Deletes all messages.	PlayAll	Plays all messages.	ClrNew / MrkNew	Clears or restores a New Message indication for a single message.

Do Not Disturb Setup

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

To enable or disable Do Not Disturb (DND), press ☰ (MENU), then **1**, and then **4**.

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

```
┌─────────────────────────────┐
│ Wed  Sep  08 11:09AM   DND   │
│ John Smith         EXT  202  │
│                              │
│   2 New Messages             │
└─────────────────────────────┘
```

Directory

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

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

```
Directory       1/10    ▼▲
Graham Bell
232-555-0176        <PER>
◄   New  | LastNme |  Call  ►
```

To search for names in the Directory, press the dial-pad key that contains the first letter of the name you are looking for. Keep pressing the key until the letter you are seeking appears. For example, press **5** twice for "Kenneth." If there is no match, the Deskset displays the next entry in the alphabetical list. You can also press △ and ▽ to scroll through the Directory.

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

|					
New	Creates a new personal entry.	FirstNme LastNme	Sorts the list by first name or last name.	Call	Dials the on-screen number.
Edit	Allows you to edit a personal entry.	Settings	Displays a list of Directory settings.	Delete	Deletes a personal entry.

Accessing the Call Log

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

To access the Call Log list:

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

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

```
11:15a  Oct 20   1/35    ▼▲
Graham Bell
232-555-0176        [NEW]
 PlayMsg   Delete   Callback
```
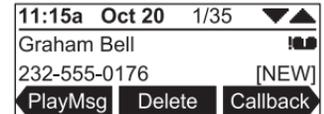
2. Press △ or ▽ to reach the desired entry.

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

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

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.

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