Syn248®

Quick Start Guide

AT&T SB35031 Deskset

Deskset Overview

This page identifies and describes the main display and key groups for the Syn248® SB35031 Deskset. For additional information, see the User's Guide, available from **www.telephones.att.com/smb**.
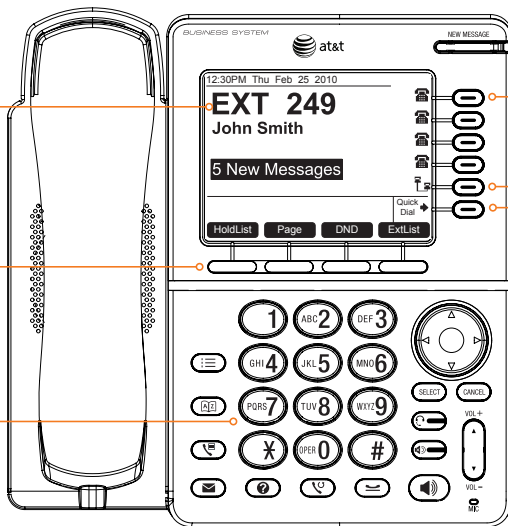
New Message Indicator
Lights when you have new messages.

Liquid Crystal Display (LCD)
Displays information for using the Deskset.

Line Keys
Access active calls and held calls, and start new calls.

Intercom Key
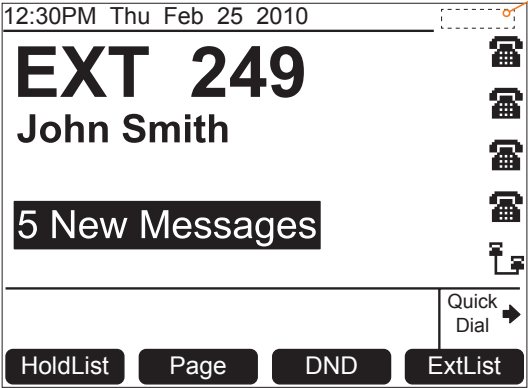Accesses intercom line for calling other extensions.

Soft Keys
Perform different actions depending on the LCD labels.

Quick Dial
Provides easy access to frequently dialed numbers.

Hard Keys
A set of fixed-function keys.
See page 4 for more information.

Hard Keys

Dial Pad

Select
Selects a highlighted screen item.

Menu
Accesses the Deskset menu.

Directory
Accesses the Directory.

Call Log
Accesses the incoming call log.

Messages
Accesses your voice messages.

Help
Displays the Help menu.

Redial
Accesses the Redial list.

Navigation
Moves the cursor up/down/left/right on the display. Shows additional menu items and soft key labels.

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

Headset
Routes audio to headset. Can be used to go off hook or on hook.

Volume
Increases/decreases the ringer and incoming voice volume.

Mute
Prevents your voice from being heard.

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

Hold
Puts the current active call on hold.

Idle Screen

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

Time and Date

Extension Number/Name

New Messages
Press **SELECT** to view the list of new voice messages.

Help Text
Help messages appear in this area, depending on Deskset activity.

12:30PM Thu Feb 25 2010

EXT 249
John Smith

5 New Messages

Quick Dial ➡

| HoldList | Page | DND | ExtList |

Status Display
DND ON – Do Not Disturb is on
< 5 Min – Voicemail nearly full
VMFull – Voicemail full
ANS ON – Intercom Auto Answer is on
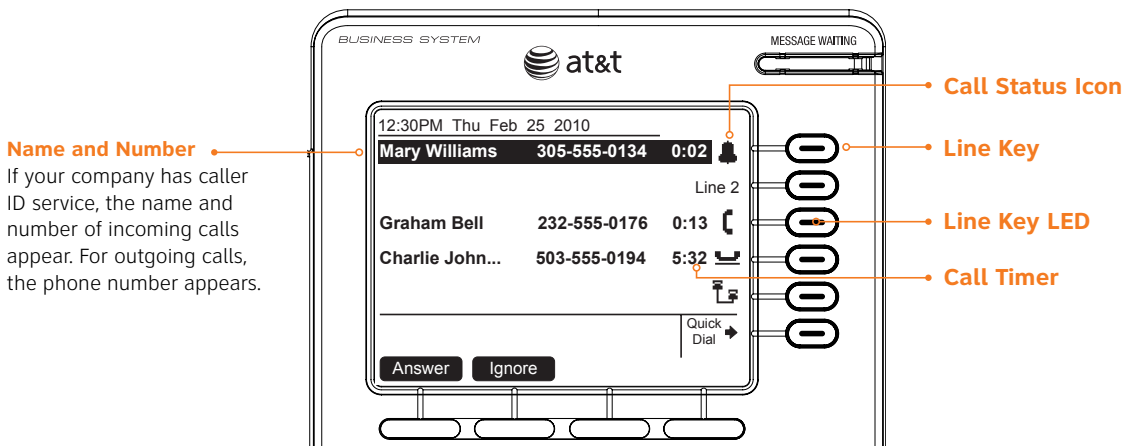 – Ringer is off

Call Status Icons
Show the call status for each line. Your system administrator can enter line names that replace these Idle screen icons.

Quick Dial
Provides easy access to frequently dialed numbers.

Line Keys & Indicators

Line keys, their LEDs, and the icons on the display next to them reflect call status. For active, ringing and held calls, the screen shows a name and number next to a key during call activity. As you use the Line keys to select different calls, the appropriate soft keys appear.

Name and Number
If your company has caller ID service, the name and number of incoming calls appear. For outgoing calls, the phone number appears.

Call Status Icon

Line Key

Line Key LED

Call Timer

BUSINESS SYSTEM

MESSAGE WAITING

at&t

12:30PM Thu Feb 25 2010

Mary Williams   305-555-0134   0:02

Line 2

Graham Bell   232-555-0176   0:13

Charlie John...   503-555-0194   5:32

Quick Dial

Answer   Ignore

Call Status Icons

The Deskset displays icons that show call status and complement the LED status indications.

| Icon	Status	Description	Icon	Status	Description
	Available	Indicates an available line. Your system administrator can replace these icons with line names.		Ringing	Indicates an incoming call.
	Intercom	Indicates an available Intercom line for internal calls.		Silenced Ring	Appears during an incoming call when the ringer is off.
	Off Hook	Indicates you are dialing or are on a call.		On Hold	Indicates that a call is on hold.
	Conference	Shows for all calls on a conference.		Conference On Hold	Indicates that a conference call is on hold.
	Ringing	Indicates the Line key that applies to an incoming call.			

Soft Keys

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

Soft keys such as **More 1/2** indicate that there are more than four soft key functions available. The numbers indicate the current page and total pages. For example, **More 1/2** indicates that you are on page one of two. The **More 1/3** key indicates that you are on page one of three.

The example shows the soft key labels on the Idle screen.

Soft Key Labels •——————

Soft Keys •
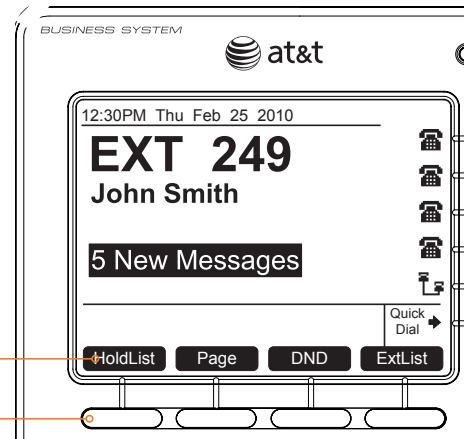
The table shows the soft key labels that appear on the Idle screen.

HoldList	Accesses Held Calls list	**Page**	Pages internal extensions	**DND**	Turns Do Not Disturb on or off	**ExtList**	Displays a list of extensions

8

Making a Call

You can make a call from the Deskset using predialing, live dialing or from a list. To predial, use the dial pad to enter a phone number and then go off hook. To live dial, go off hook, then dial a number. To make a call when viewing a list of numbers such as the Directory, Call Log, Redial or Messages lists, highlight the number and then press Call .

To predial a number:

1. Enter the phone number using the dial pad.

2. Go off hook: lift the corded handset, or press 🔊 (**SPEAKER**), 🎧 (**HEADSET**) or an inactive Line key. Press the Intercom key if calling another extension.

To live dial a number:

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

2. Enter the number you want to dial. 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 .
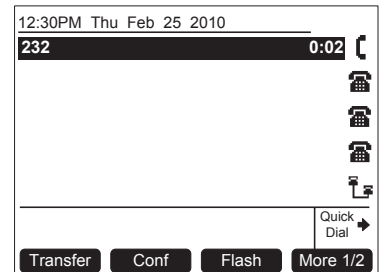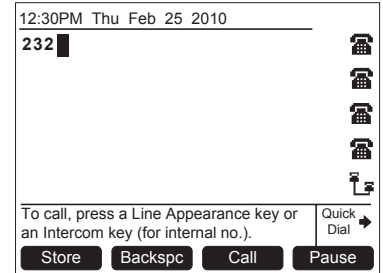
Answering a Call

To answer a call:
Lift the corded handset, press the `Answer` soft key, 🔊 (**SPEAKER**),
🎧 (**HEADSET**), or the flashing Line or Intercom key.
The active call screen appears.

> See the User's Guide at **www.telephones.att.com/smb**
> for additional information on this feature.

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 (set by your system administrator).

To answer multiple calls:
Press the Line key for the call you want to answer. If you are already on a call, your
previous call is put on hold. Press `Ignore` to continue with the call in progress.

The table shows the soft key labels that appear after you answer a call.

```
INCOMING CALL                    ▶

   🔔 Graham Bell
      232-555-0176



Lift receiver, or press Answer, SPEAKER,
HEADSET, or key next to ▶
  Answer      Ignore
```

```
12:30PM  Thu  Feb  25  2010
Graham Bell    232-555-0176    2:51 📞
                                   📠
                                   📠
                                   📠
                                   📠
                              Quick ▶
                              Dial
Transfer    Conf    Flash    More 1/2
```

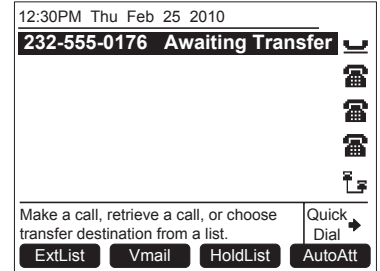| Transfer	Begins transfer of a call	Conf	Begins a conference call	Flash	Simulates a hook flash	More 1/2	Moves to the next set of soft keys
HoldList	Displays the Held Calls list	Page	Pages all extensions			More 2/2	
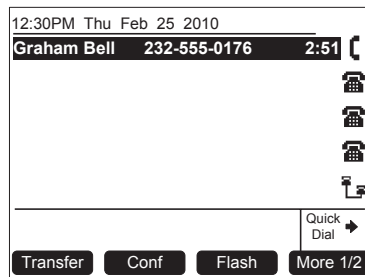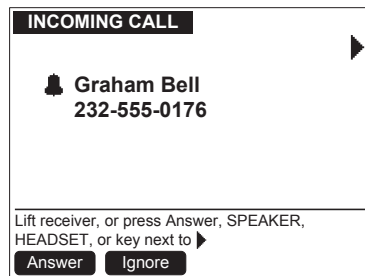
Transferring a Call

To transfer a call:

1. From the active call screen, press `Transfer`. The active call is put on hold.

2. Dial a number or access an entry from the Directory, Call Log, Extension list, or Messages list and press `Call`. You can also transfer to a held call by accessing it and pressing **SELECT**. If desired, you can announce the transfer.

3. To complete the transfer, press `Xfer?`. The Call Transferred screen appears for two seconds.

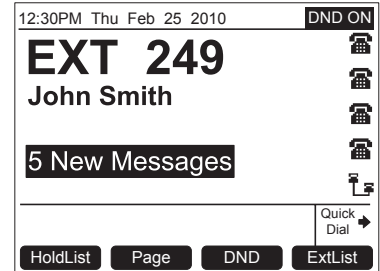See the User's Guide at **www.telephones.att.com/smb** for additional transfer functions.

```
12:30PM  Thu  Feb 25 2010
232-555-0176  Awaiting Transfer

Make a call, retrieve a call, or choose    Quick
transfer destination from a list.          Dial
 ExtList     Vmail      HoldList    AutoAtt
```

Do Not Disturb Setup

To enable or disable Do Not Disturb (DND):

1. From the Idle screen, press `DND`.
   `DND ON` appears in the top right of the display.

2. To disable DND from the Idle screen, press `DND`.

Do Not Disturb silences incoming ringing and paging. Incoming calls can still be answered as long as the Line key LED is flashing.

```
12:30PM  Thu  Feb 25 2010      DND ON
EXT  249
John Smith

5 New Messages

                              Quick
                              Dial
 HoldList     Page       DND     ExtList
```
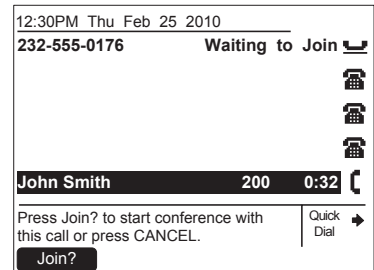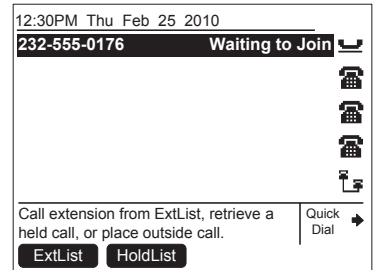
Creating a Conference Call

The Deskset can conference two calls to create a three-party conference call.
Only one conference can exist at a time at a Deskset.

To create a conference call:

1. Establish the first call, Call A. You may establish Call A through direct dialing, from the Extension list, Call Log, Redial list, Directory, Quick Dial or by taking a held call off hold.

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

3. Establish the second call, Call B, and **Join?** appears. You may establish Call B through direct dialing, from the Extension list, Call Log, Redial list, Directory, Quick Dial or by taking a held call off hold.

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

If you hang up while on the conference, the conference ends. If you make or take another call, the conference continues without you. You can rejoin by pressing a corresponding Line key.
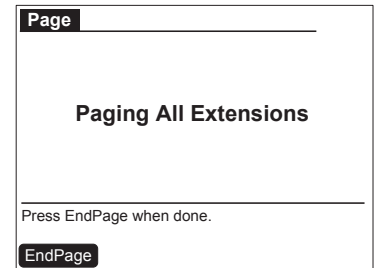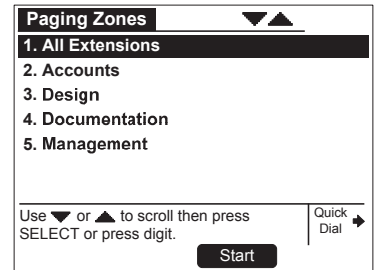
12:30PM Thu Feb 25 2010

232-555-0176   **Waiting to Join**

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

ExtList   HoldList

12:30PM Thu Feb 25 2010

232-555-0176   **Waiting to Join**

John Smith   **200**   **0:32**

Press Join? to start conference with this call or press CANCEL. | Quick Dial

Join?

12

Paging

You can page all extensions, or, if the System Administrator has created them, you can page groups of other extensions (Paging Zones).
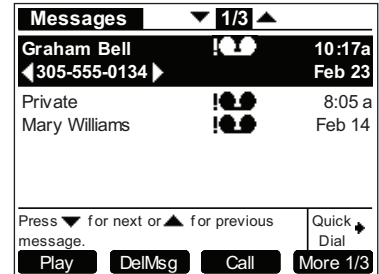
To page extensions:

1. Press ▮ Page ▮ . The Paging Zones screen appears. The screen shows the page options available at your Deskset: an **All Extensions** option, and any Paging Zones that the System Administrator has created.

2. Highlight **All Extensions** or a Paging Zone, and press ▮ Start ▮ . The system emits a short paging tone and displays the Paging screen.

3. Speak into the speakerphone MIC or pick up the handset to speak.

4. When finished, press ▮EndPage▮ . The Idle screen appears.

```
┌─────────────────────────────────────┐
│ Paging Zones            ▼▲          │
│ 1. All Extensions                   │
│ 2. Accounts                         │
│ 3. Design                           │
│ 4. Documentation                    │
│ 5. Management                       │
│                                     │
│ Use ▼ or ▲ to scroll then press   Quick │
│ SELECT or press digit.            Dial │
│                    Start            │
└─────────────────────────────────────┘
```

```
┌─────────────────────────────────────┐
│ Page                                │
│                                     │
│                                     │
│        Paging All Extensions        │
│                                     │
│                                     │
│ Press EndPage when done.            │
│ EndPage                             │
└─────────────────────────────────────┘
```

13

Accessing Voicemail

To display the New Message list, from the Idle screen, press **SELECT**. To view the entire message list, press ✉ (**MESSAGES**). You will be prompted to enter your password, if you have created one.

The table shows the soft key labels that appear when you view the Messages list.

Messages	▼ 1/3 ▲	
Graham Bell	!●●	**10:17a**
◀ **305-555-0134** ▶		**Feb 23**
Private	!●●	8:05 a
Mary Williams	!●●	Feb 14

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

| Play | DelMsg | Call | More 1/3 |

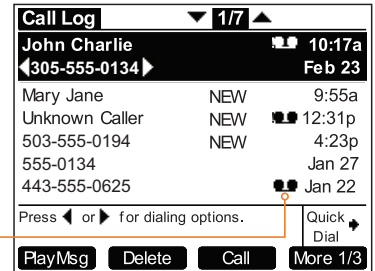|							
Play	Plays a message.	DelMsg	Deletes highlighted message.	Call	Dials the highlighted entry.	More 1/3	Moves to next set of soft keys.
		DelAll	Deletes all messages.	PlayAll	Plays all messages.	More 2/3	
MrkNew	Marks message as new with "new" icon (**!**).			ClerNew	Clears the "new" icon (**!**) from all messages.	More 3/3	

Accessing the Call Log

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

To view the Call Log, press ✆▤ (**CALL LOG**).

If the caller left a message, indicated by tape icon, you may play the message from the Call Log list or from Call Log details.

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. If necessary, press the ◁ or ▷ Navigation key to view the dialing options before pressing [Call] to call the number back.
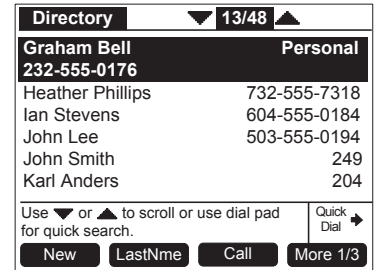
```
Call Log            ▼ 1/7 ▲
John Charlie           ☎☎ 10:17a
◀305-555-0134▶            Feb 23
Mary Jane        NEW         9:55a
Unknown Caller   NEW    ☎☎ 12:31p
503-555-0194     NEW         4:23p
555-0134                    Jan 27
443-555-0625           ☎☎  Jan 22
Press ◀ or ▶ for dialing options.  Quick
                                    Dial
[ PlayMsg ] [ Delete ] [ Call ] [ More 1/3 ]
```

Tape Icon

[PlayMsg]	Plays a message.*	[Delete]	Deletes highlighted entry.	[Call]	Dials the highlighted entry.	[More 1/3]	Moves to next set of soft keys.
[Store]	Stores number in local directory.	[DelAll]	Deletes all entries.	[ClerNew]	Clears the NEW icon from all entries.	[More 2/3]	
[Details]	Shows details for highlighted entry.					[More 3/3]	

*Appears only when there is a message.

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.

Within the Directory, 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 screen displays the next entry in the alphabetical list. You can also use the $\triangle$ and $\triangledown$ Navigation keys to scroll through the Directory.

Directory	▼ 13/48 ▲
Graham Bell	**Personal**
232-555-0176	
Heather Phillips	732-555-7318
Ian Stevens	604-555-0184
John Lee	503-555-0194
John Smith	249
Karl Anders	204

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

| New | LastNme | Call | More 1/3 |

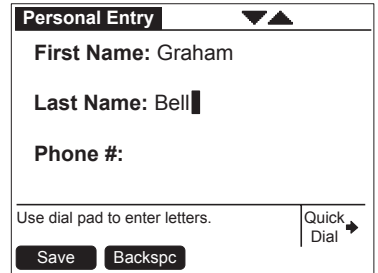| New	Creates a new Personal entry.	FirstNme / LastNme	Sorts entries by first and last name.	Call	Dials the highlighted entry.	More 1/3	Moves to next set of soft keys.
Edit	Edits a Personal entry.	Delete	Deletes a Personal entry.	List	Opens the display options menu.	More 2/3	
Details	Shows details for highlighted entry.					More 3/3	

Using the Directory

To create a new Directory entry:

1. To display the Directory list, press $\boxed{A|Z}$ (**DIRECTORY)**.

2. Press $\boxed{\text{New}}$. The **Personal Entry** screen appears.

3. Fill in the First Name, Last Name and Phone # using the dial-pad keys.

4. To return to the Directory list, press $\boxed{\text{Save}}$.

To search for a list entry:

1. Display the Directory list by pressing $\boxed{A|Z}$.

2. To search for either an exact match or the closest match, 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."
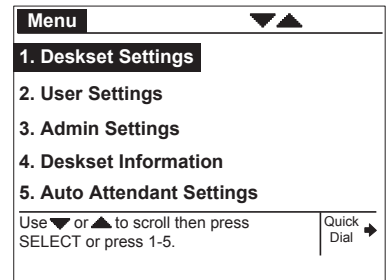
Personal Entry ▼▲
First Name: Graham
Last Name: Bell▌
Phone #:
Use dial pad to enter letters.	Quick Dial➔
Save	Backspc

Deskset Menu

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

- Press **1** to display the **Deskset Settings** menu (Display, Sounds, and Preferred Audio Mode).

- Press **2** to display the **User Settings** menu (Greetings, Intercom Auto Answer, Voicemail Memory, Name Recording, Cordless Headset, and Password).

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

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

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

```
Menu                        ▼▲
1. Deskset Settings
2. User Settings
3. Admin Settings
4. Deskset Information
5. Auto Attendant Settings
Use ▼ or ▲ to scroll then press    Quick
SELECT or press 1-5.               Dial ➤
```

Dial Pad Entry

Dial pad data entry allows you to use the dial pad to enter alphabetical characters into a text field. Press a dial pad key repeatedly to display first the upper case letters for that key, then the digit, and then the lower case letters for that key in sequence. Pressing the key further will repeat the sequence.

The pound (**#**) and star (*****) keys have been assigned special characters. Pressing these keys will display each special character in the order shown in the table below.

Deskset Special Characters

Key Press	First	Second	Third	Fourth	Fifth	Sixth	Seventh
#	#	&	'	,	–	.	@
*	!	(	)	*	+	?	