



Quick Start Guide

AT&T SB67020/SB67025 Deskset



Deskset Overview



This page identifies and describes the main display and key groups for the Synapse® SB67020 Deskset and SB67025 Deskset. See the User's Guide at www.telephones.att.com/synapseguides for additional information.

Liquid Crystal Display (LCD)

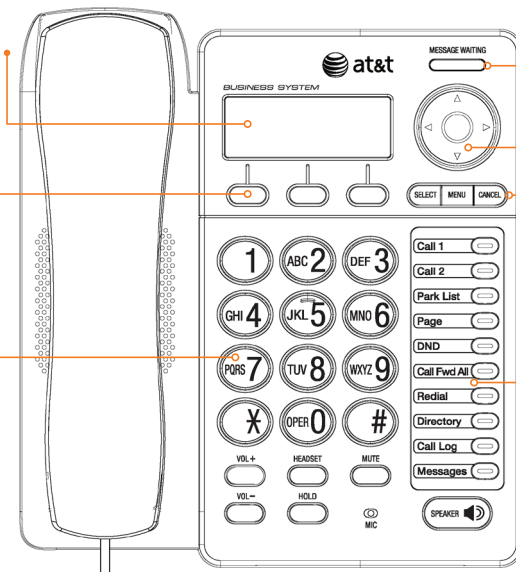
Displays information for using the Deskset.

Soft Keys

Three keys that produce 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 keys.

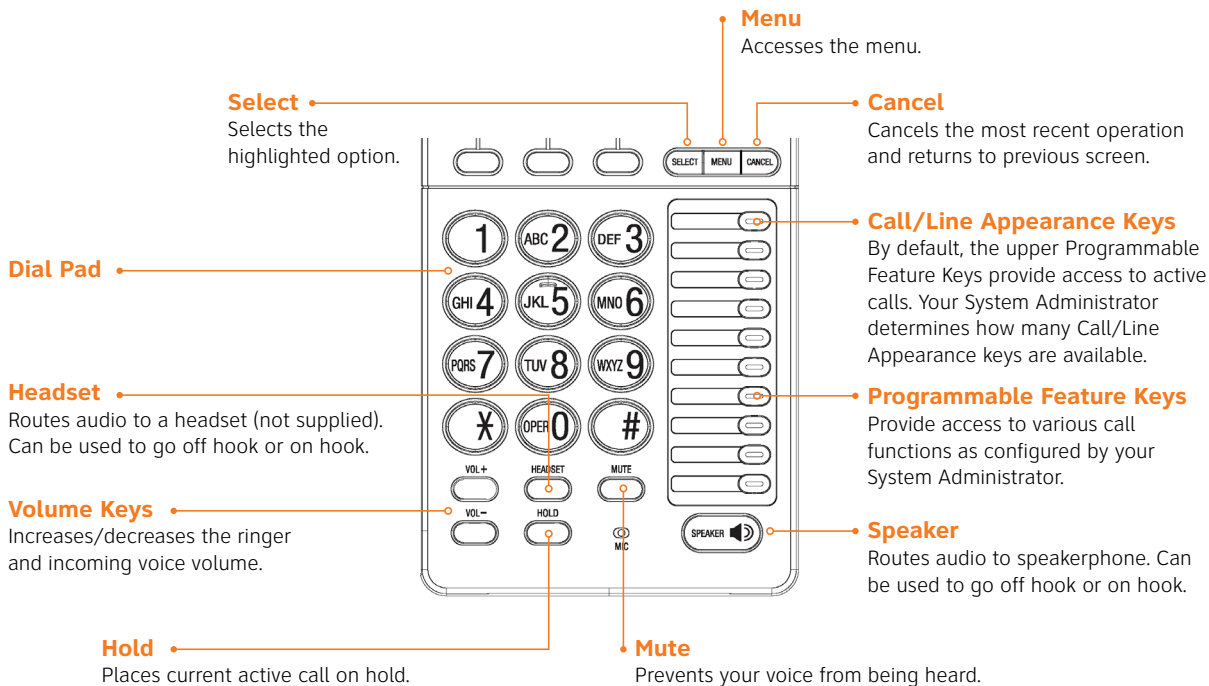
Display Keys

Control the display.

Programmable Feature Keys

Provide easy access to various call functions, which are determined by your System Administrator.

Hard Keys

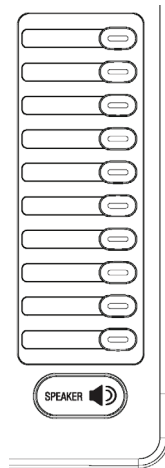


Programmable Feature Keys

The Deskset features Programmable Feature Keys that can be programmed by your System Administrator. The keys include color LEDs to signal the status of some functions.

The Deskset shipping box includes replacement Programmable Feature Key cards and stickers for labeling the keys as needed. The table below lists the default key assignments and the other features that your System Administrator can assign.

Key	Call Appearance Mode	Line Appearance Mode
1	Call 1	Line 1
2	Call 2	Line 2
3	Park List	Line 3
4	Page	Line 4
5	DND (Do Not Disturb)	Page
6	Call Fwd All	Redial
7	Redial	Directory
8	Directory	Call Log
9	Call Log	Messages
10	Messages	Intercom
	Call Queue	Held Calls List
	QD____ (Quick Dial)	QD____ (Quick Dial)
	Auto Att (Auto Attendant)	DND (Do Not Disturb)
	Help	Help



If any keys have been programmed as Quick Dial keys, you can enter quick dial numbers for those keys.



See the User's Guide at
www.telephones.att.com/synapseguides
for more information.

Programmable Feature Key LEDs

The Programmable Feature Key LEDs change appearance to indicate call and feature status.

Key	LED Activity	Description
Call Appearances: Call 1, Call 2, Call 3... (up to 10 Call Appearances can be programmed)	Off Steady GREEN Quickly Flashing GREEN Slowly Flashing ORANGE	No call Active call Ringing call Held call
Page	Off Steady GREEN Quickly Flashing GREEN	No page Making page Receiving page
Do Not Disturb	Off Steady ORANGE	DND Off DND On
Call Forward All	Off Steady ORANGE	Call Fwd All Off Call Fwd All 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
Call Queue	Off Slowly Flashing ORANGE	No calls waiting One or more calls in the queue
Auto Attendant	Off	Not applicable. Press this key to change the Auto Attendant settings.

Note: If your system has been configured for Line Appearance mode, keys and indicators function differently.



See the User's Guide at
**[www.telephones.att.com/
synapseguides](http://www.telephones.att.com/synapseguides)** for more information.

Idle Screen

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

Date and Time

Extension Name

Name assigned to this Deskset.

New Missed Calls

Number of new calls whose call information has not been reviewed.

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

Status Indicator Area





Extension Number

Number assigned to this Deskset.

New Messages

Number of new voice messages.

The Deskset displays status indicators in the upper right-hand corner of the Idle screen.

Icon	Status	Icon	Status
FWD	Call Forward All is on		Ringer volume is set to off
ANS	Auto Answer is on		Ring Delay is enabled for the number of seconds indicated
DND	Do Not Disturb is on		Voicemail is nearly full
 FULL	Voicemail is full		



This page illustrates an Idle screen in Call Appearance mode. If your system has been configured for Line Appearance mode, your Idle screen will not include all these elements. For more information, see the User's Guide at www.telephones.att.com/synapseguides.

Soft Keys and Scroll Indicators

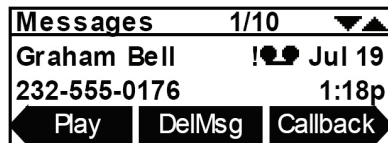
Soft Keys

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

Soft keys with ◀ and ▶ shapes indicate that there are more than three soft key functions available. To view the additional functions, press ◀ or ▶ on the Navigation key.



Soft Key Labels
Change according
to the current task.



If your system has been configured for Line Appearance mode, different soft keys will be available.
For more information, see the User's Guide at www.telephones.att.com/synapseguides.

Scroll Indicators

Scroll Indicators appear in the upper right-hand corner of the display when you can view more information by pressing ▼ and ▲ on the Navigation key.

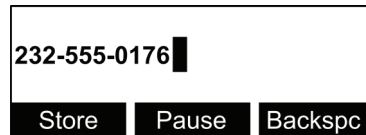


Making a Call

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 Directory, Call Log, Redial or Messages entries, press **Call** or **Callback** to dial.

To Predial a number:

1. Enter the phone number using the dial pad. To call an outside number, dial **9** first, or whatever your System Administrator said is necessary.
2. Go off hook: lift the handset, or press **SPEAKER, HEADSET** or a Call Appearance or Line Appearance key.



To Live Dial a number:

1. Go off hook (to hear the dial tone) from Idle mode.
2. Enter the number you want to dial. The Active Call screen appears. To call an outside number, dial **9** first, or whatever your System Administrator said is necessary.

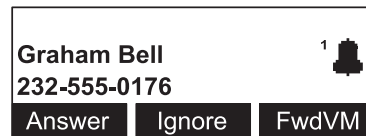


Answering a Call

You can answer a call by lifting the handset, pressing the **Answer** soft key, **SPEAKER**, **HEADSET** or the associated Call Appearance or Line Appearance key, or you can set the Deskset to automatically answer after a delay.



See the User's Guide at www.telephones.att.com/synapseguides for information on this feature.













The table shows the soft key labels that appear when the phone is ringing.

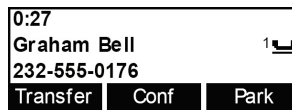
Answer	Answers a call	Ignore	Silences the ringer	Fwd VM	Call Appearance mode only— Sends the call directly to Voicemail
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Once a call has been forwarded to Voicemail, you can listen to the message the caller is leaving by pressing **Listen**. During Voicemail recording, you can also press **CANCEL** to return to the Idle screen or press **Answer** to answer the call.

Call Status Icons

At least one of the Programmable Feature Keys is set as a Call Appearance or Line Appearance Key. Use this key to manage calls. During a call, icons on the screen indicate the current call status. Soft keys show optional actions.

Icon	Status	Description	Icon	Status	Description
	Off Hook	Indicates that you are dialing or on a phone call		Conference	Indicates that you have created a conference call
	On Hold	Indicates the call is on hold		Conference On Hold	Indicates a conference call is on hold
	Ringing Call	Indicates an incoming call		Ring Group Ringing Call	Indicates an incoming Ring Group call
	Ignored Call	Indicates an incoming call when the ringer is silenced		Ignored Ring Group Call	Indicates an incoming Ring Group call when the ringer is silenced
1, 2, 3...	Line Number	Indicates the number of the associated Call Appearance or Line Appearance key		Call Forwarded	Indicates that your call was forwarded to another extension or phone number
	Call Screening	A caller is recording a message on your phone			



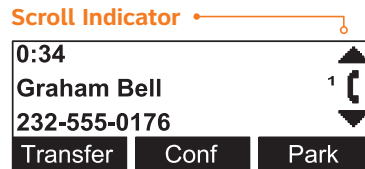
Call Status Icon

Multiple Calls

Call Appearance Mode

When there are multiple active calls, the ▼ and ▲ Scroll Indicators show the presence of other calls. Review calls by pressing ▽ or △ on the Navigation key. Reviewing calls does not access the calls.

Press the Call Appearance keys to access the calls.

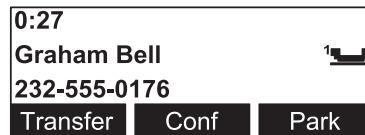


Line Appearance Mode

When there are multiple calls, press the Line Appearance key for the call you want to access. If you are already on a call, that call is put on hold when you press another Line Appearance key.

Managing a Call

The Deskset Call Management functions begin with the Active Call screen. The table shows the soft key labels that appear after you answer a call.

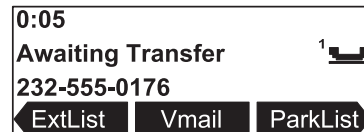


	Initiates transfer of a call		Initiates a conference call		Call Appearance mode only— Parks a call
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Transferring a Call

To Transfer a call:

1. Press **Transfer** from the Active Call screen. The call is put on hold.
2. Make another call. You can also transfer to a held call by accessing it and pressing the associated Call Appearance or Line Appearance key. If desired, you can announce the transfer.
3. To complete the transfer, press **Transfer**. The Call Transferred screen displays for two seconds.



Do Not Disturb Setup

To enable or disable Do Not Disturb (DND):

Press **MENU**, then **1**, and then **5** (Call Appearance mode) or **MENU**, then **1**, and then **4** (Line Appearance mode) to turn the Do Not Disturb feature on or off.

DND appears on the Idle screen when DND is on. Do Not Disturb silences incoming ringing and paging. Incoming calls can still be answered as long as the Call Appearance or Line Appearance LED is flashing.

Creating a Conference Call

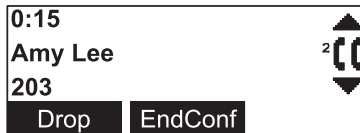
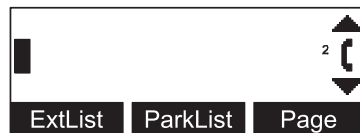
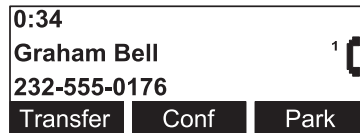
The Deskset can conference two calls to create a three-party conference call. Only one conference can exist at a time at a Deskset.

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, Park 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, Park 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 Call Appearance or Line Appearance key.



Deskset Menu

You can use the Deskset menus to set up many Deskset features. To access the main menu, press **MENU**. Select 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 — Call Queue, Park List, Page, Messages, Do Not Disturb, Call Forward All, Directory, Call Log, Redial, and Help.
- Press **2** to display the **User Settings** menu — Greetings, Call Management, Deskset Settings, Directory Settings, User Password, Cordless Headset (**SB67025 only**), and Voicemail to Email.
- 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.



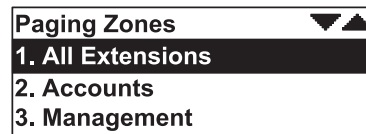
Deskset menu items vary depending whether the system is in Call Appearance or Line Appearance mode. See the User's Guide at www.telephones.att.com/synapseguides for more information.

Paging

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

To page extensions:

1. Press **MENU**, then **1**, and then **3** (Call Appearance mode) or **MENU**, then **1**, and then **2** (Line Appearance mode) to access the Paging Zones screen. 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.
3. Press **SELECT**. The system emits a short paging tone and displays the Paging screen.
4. Use the speakerphone or pick up the handset to make your announcement.
5. When finished, press **EndPage**. The Idle screen appears.



Accessing Voicemail

Access your messages by pressing **MENU**, then **1**, and then **4** (Call Appearance mode) or **MENU**, then **1**, and then **3** (Line Appearance mode) from the Idle screen. You will be prompted to enter your password if you have created one. If your System Administrator has not set up a Group Mailbox whose messages you can access, the Messages screen appears.

If your Deskset has Group Mailboxes enabled, a list of the Group Mailboxes appears. If your Deskset has Voicemail Distribution enabled, a screen appears allowing you to choose to listen to your messages by pressing **Listen**.

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

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

Messages		▼▲
Personal	1 New	
Sales	0 New	
Customer Support	10 New	

Play	Plays message.	DelMsg	Deletes displayed message.	Callback	Allows dialing options before calling a number from Call Log, Redial list, or Messages.
FwdMsg	Allows you to forward a message to an extension or other destination.	Play All	Plays all Voicemail messages.	ClrNew MrkNew	Clears or restores a New Message indication for a single message.
Del All	Deletes all Voicemail messages.			MBList	Displays Group Mailbox list.

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 Δ and ∇ Navigation keys to scroll through the Directory.

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

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

New	Creates a new Personal entry.	FirstNme LastNme	Sorts entries by First or Last Name.	Call	Dials the on-screen number.
Edit	Allows you to change a Personal entry.	Settings	Displays a list of Directory settings.	Delete	Deletes a Personal entry.

Using the Directory

To create a new Directory entry:

1. To display the Directory list, press **MENU**, then **1**, and then **7** (Call Appearance mode) or **MENU**, then **1**, and then **5** (Line Appearance mode).
2. Press **New**.
3. Fill in the First Name, Last Name and Phone # using the dial-pad keys. Add a **9**, or whatever your System Administrator said is necessary, for outside calls.
4. Press **Save**.

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

First Name:	█	▼▲
Last Name:		
Phone #:		
Save	Backspc	

To search for a list entry:

1. Display the Directory list as described above.
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."

Accessing the Call Log

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

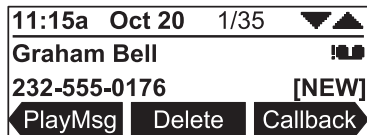
To access the Call Log list:

1. From the Idle screen, press **MENU**, then **1**, and then **8** (Call Appearance mode) or **MENU**, then **1**, and then **6** (Line Appearance mode). The newest call appears first.

New missed calls are indicated with the **[NEW]** icon.

2. Press the Δ or ∇ Navigation key to reach the desired entry.

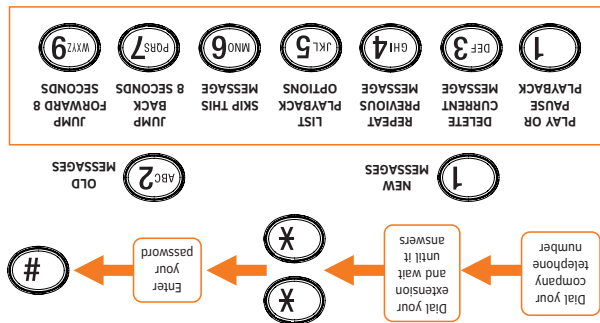
- Press **Callback** to access dialing options before calling a number and to dial out the number.
- Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press the \triangleleft or \triangleright Navigation key to view the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



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 entry	DelAll	Deletes all entries.

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

Remote Voicemail Access Card



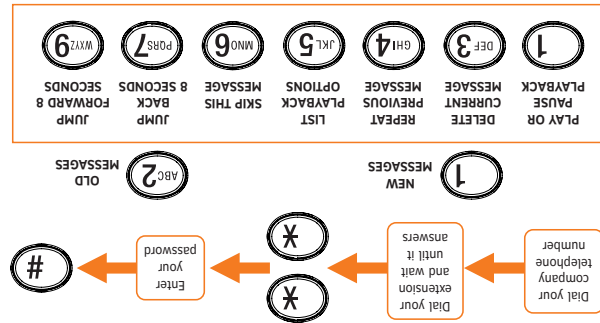
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Personal Voicemail
Access Card**

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Remote Voicemail Access Card

To access personal voicemail remotely:

1. Dial your company telephone number.
2. Dial your extension and wait until it answers.
3. Immediately press star twice (** *).
4. If you have created a voicemail password, enter it.
5. Press pound (#).
6. You have the following options as illustrated on the front.
- To listen to new messages, press 1.
- To listen to old messages, press 2.
- To stop message playback and play message playback options, press 5.

Select one of the following options:

- To play or pause playback, press 1.
- To delete the current message, press 3.
- To repeat the previous message, press 4.
- To stop playback and repeat these options, press 5.
- To skip this message, press 6.
- To jump back 8 seconds, press 7.
- To jump forward 8 seconds, press 9.
- To return to the Main Menu, press star once (*).

To access personal voicemail remotely:

1. Dial your company telephone number.
2. Dial your extension and wait until it answers.
3. Immediately press star twice (** *).
4. If you have created a voicemail password, enter it.
5. Press pound (#).
6. You have the following options as illustrated on the front.
- To listen to new messages, press 1.
- To listen to old messages, press 2.
- To stop message playback and play message playback options, press 5.

Select one of the following options:

- To play or pause playback, press 1.
- To delete the current message, press 3.
- To repeat the previous message, press 4.
- To stop playback and repeat these options, press 5.
- To skip this message, press 6.
- To jump back 8 seconds, press 7.
- To jump forward 8 seconds, press 9.
- To return to the Main Menu, press star once (*).

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



NOTE: For customer service or product information, contact your installer. If your installer is unavailable, visit our website at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.

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