

# User's Guide

AT&T SB35020/SB35025 Deskset



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# PREFACE

This User's Guide provides instructions for using your Syn248 SB35020/SB35025 Deskset telephone with software version 1.3.1 or newer. See [page 89](#) 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 setup information and more details about feature usage.

Before using this AT&T product, please read "[Appendix D: Important Safety Instructions](#)" on [page 122](#). 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 [smbtelephones.att.com](http://smbtelephones.att.com) or call **1 (888) 386-2006**. In Canada, dial **1 (888) 469-2005**.

## Additional Documentation



Downloadable copies of all Syn248 documents, including user's guides, the Installation and Configuration guide and Quick Start Guides, are available at [smbtelephones.att.com/product-support/product-documentation](http://smbtelephones.att.com/product-support/product-documentation).






## Topic Navigation

This Syn248 SB35020/SB35025 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 section of 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
<b>Screen</b>	Identifies text that appears on a device screen or a WebUI page in a title, menu, or prompt.
<b>HARD KEY</b> or <b>DIAL-PAD KEY</b>	Identifies a hard key, including the dial-pad keys.
<b>DND</b>	Identifies a soft key.
 <b>NOTE</b> Notes provide important information about a feature or procedure.	Example of a Note.
 <b>CAUTION</b> A caution means that loss of data or unintended circumstances may result.	Example of a Caution.



CHAPTER  
1

# OVERVIEW

The Syn248® Business Phone System from AT&T is for businesses that need up to 24 extensions. This system is scalable from 1 to 8 outside lines, so as your business grows, your phone system can too. The Syn248 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 SB35020/SB35025 Deskset and provides an overview of the Syn248 system and the external features of the Deskset.

The SB35025 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 \(SB35025 Only\)" on page 86](#).

- ["Syn248 System Overview" on page 9](#)
- ["Deskset Description" on page 10](#)
- ["Setting Your Password" on page 12](#)
- ["Deskset Status Indicators" on page 14](#)
- ["Programmable Feature Keys" on page 17](#)
- ["Using the Speakerphone" on page 20](#).





## Syn248 System Overview

Your Deskset is part of the Syn248 system. Syn248 differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, Syn248 uses a distributed control system over a Local Area Network (LAN). Figure 1 illustrates a sample system.

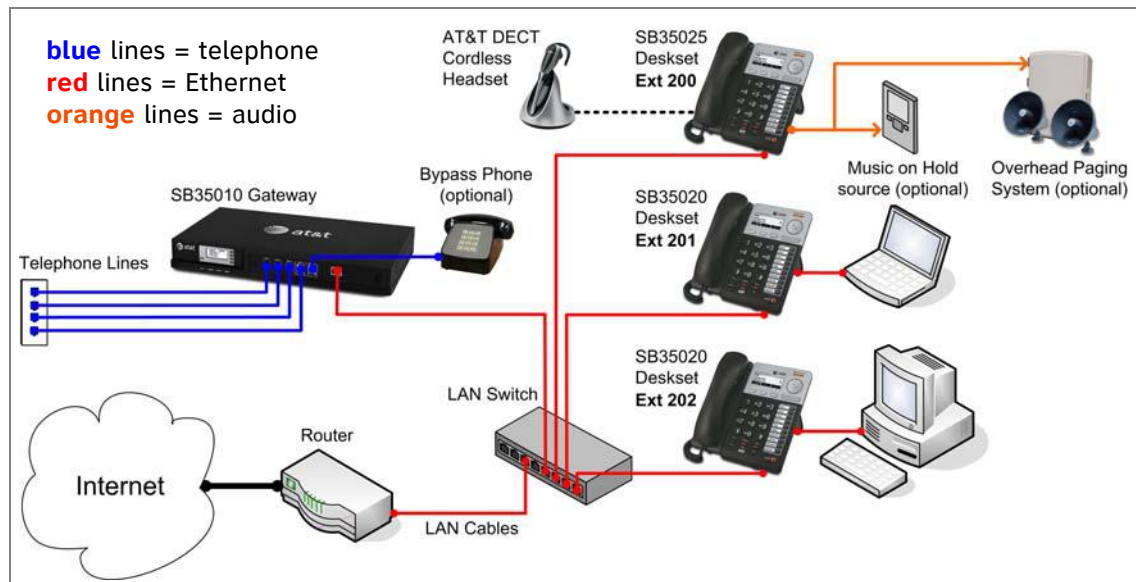


Figure 1. Sample Syn248 System

## Deskset Overview

The SB35020 Deskset and SB35025 Deskset have identical external front-panel features, call features, and basic settings.

The SB35025 Deskset has a built-in DECT 6.0 radio to host an optional cordless headset, and an auxiliary input/output port for connecting a Music on Hold (MoH) source and an overhead paging system. This User's Guide describes how to register and use a compatible AT&T DECT cordless headset with the SB35025 Deskset. See ["Registering an Optional Cordless Headset \(SB35025 Only\)"](#) on page 86.



For more information about connecting Music on Hold and overhead paging, see the *Syn248 Installation and Configuration Guide*, available from [smbtelephones.att.com](http://smbtelephones.att.com).



## Deskset Description

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

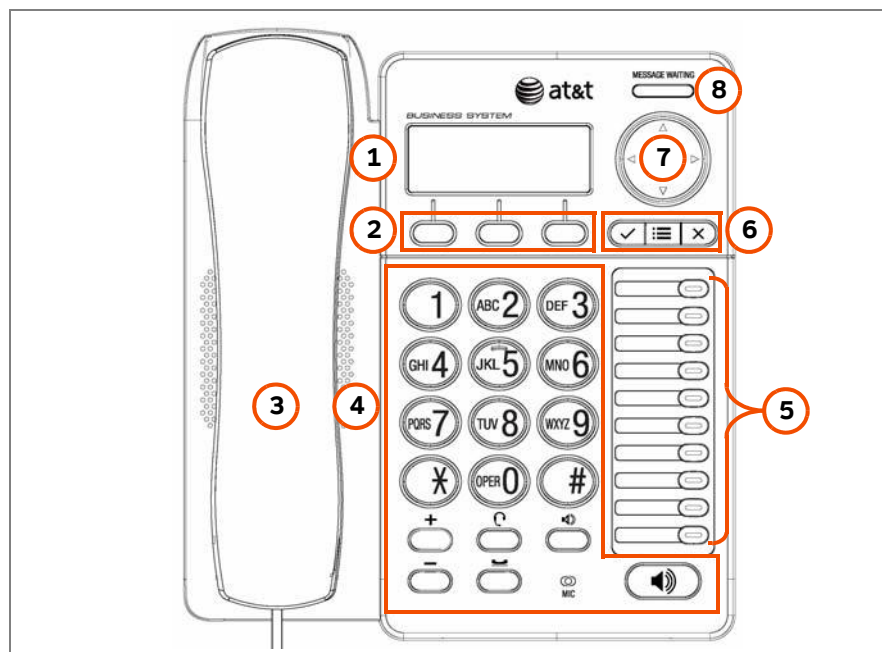


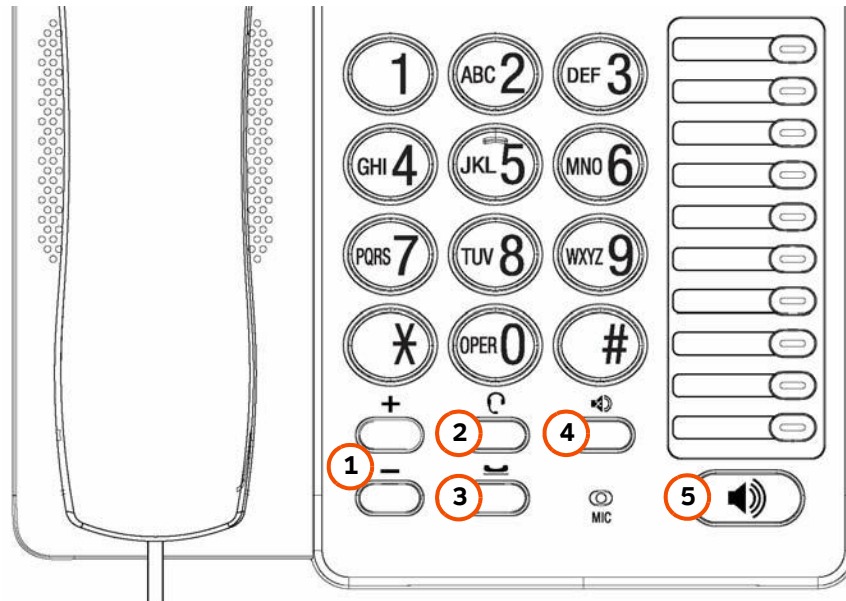
Figure 2. Deskset Layout

Table 2 Deskset Features

<b>1. Liquid Crystal Display (LCD)</b>	Provides controls and information for using the Deskset.
<b>2. Soft Keys</b>	Three keys that produce different actions, depending on the LCD labels.
<b>3. Handset</b>	Connects to handset jack on left side.
<b>4. Hard Keys</b>	Fixed-function keys. See <a href="#">“Deskset Hard Keys” on page 11.</a>
<b>5. Programmable Feature Keys</b>	Provide easy access to various call functions. See <a href="#">“Programmable Feature Keys” on page 17.</a>
<b>6. Display Keys</b>	Control the menu functions shown in the display. ✓ (SELECT), ≡ (MENU), and ✕ (CANCEL).
<b>7. Navigation</b>	Moves the cursor up (△), down (▽), left (◀), right (▶) on the display.
<b>8. Message Waiting Indicator</b>	Illuminates when there are new 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 shown in Figure 3 and described in Table 3.



**Figure 3. Deskset Function Keys**

**Table 3 Deskset Function Keys**

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

## Lines and Line Keys

The system administrator can configure your Deskset with up to 8 lines on which you can make and receive external calls. Each line is assigned to a programmable feature key on the Deskset. These are called Line keys in this User's Guide. One programmable feature key is reserved for "Intercom" calls to other 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 key LED indicates whether a line is ringing, busy, or on hold.

The Line 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.

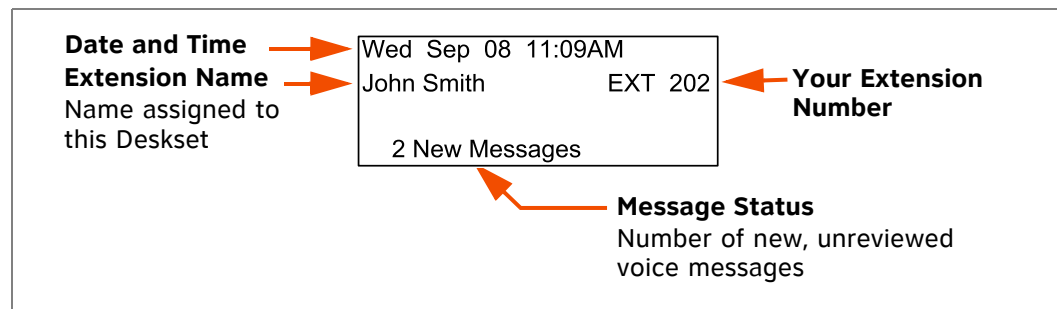


Figure 4. Idle Screen

## Setting Your Password

You can protect your Deskset by setting a password that prevents other users from accessing your User Settings and messages. If you create a password, you will need to enter it before accessing User Settings, messages, and the WebUI.

For more information, see ["Setting, Changing, or Resetting Your Password" on page 85](#).



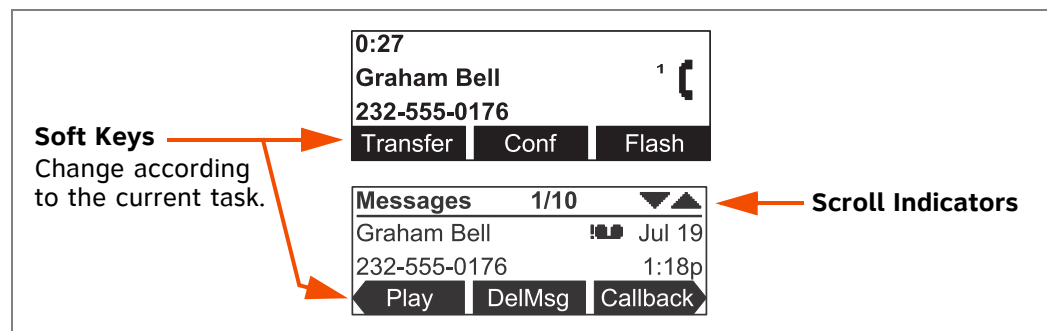
## Soft Keys

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 as illustrated in Figure 5 shows the soft key labels on the active call screen.

The soft key labels change according to the current task. For example, if you put a call on hold, the key labels displayed are different from those displayed if you are making a call. See ["Appendix A: Soft Keys" on page 118](#) 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 ▶.



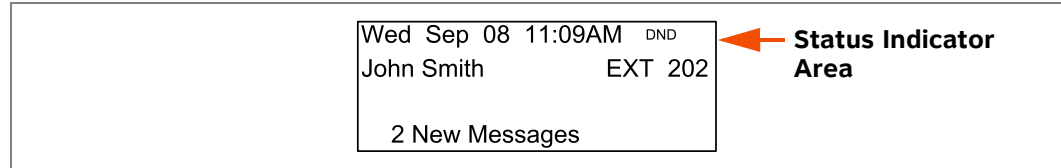
**Figure 5. Soft Keys and Scroll Indicators**

## Scroll Indicators

Scroll indicators, shown in Figure 5, appear when more information can be seen by pressing △ and ▽.




## 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
	Ringer volume set to zero. The ringer is silent.
<b>ANS</b>	Intercom Auto Answer is ON.
<b>DND</b>	Do Not Disturb is ON.
	Less than five minutes of message recording time is available. The Deskset has a total of 30 minutes of message recording time available.
	All the message recording time has been used.

## 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. When you have multiple calls, you can access each call by pressing its Line key. The Line key LEDs reflect the call status. See [“Call Status LEDs”](#).

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 16](#) 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.

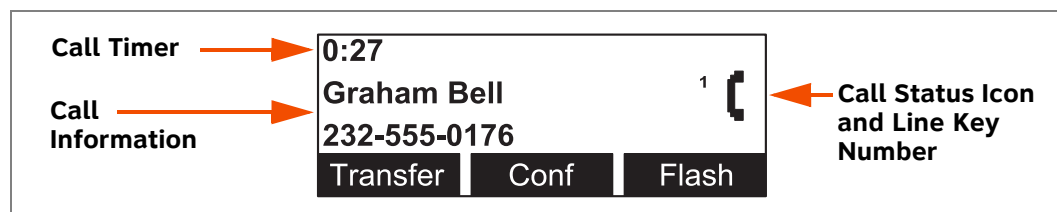


Figure 7. Active Call Screen

## Call Status LEDs

The Call Status LEDs flash to indicate call status as described in Table 5.

Table 5 Call Status LED Activity









LED Activity	Description
Off	No Call
Steady <b>GREEN</b>	Active call
Fast Flash <b>GREEN</b>	Ringing call
Slow Flash <b>GREEN</b>	Call held at your Deskset
Steady <b>ORANGE</b>	Active call at another Deskset
Flash <b>ORANGE</b>	Call held at another Deskset



## Call Status Icons

Table 6 shows and describes the call status icons. The number beside an icon indicates the number of the associated Line key.

**Table 6 Call Status Icons**

Icon	Status	Icon	Status
	<b>Off Hook</b> Indicates that you have lifted the handset, pressed  ( <b>SPEAKER</b> ) or  ( <b>HEADSET</b> ), or you are on a phone call.		<b>Conference On Hold</b> Indicates you have put a conference call on hold.
	<b>On Hold</b> Indicates you have put the call on hold.		<b>Ringing Call and Ignored Call</b> Indicates an incoming call.
	<b>Conference</b> Indicates a conference call.		<b>Call Forwarded</b> Indicates that your intercom call was forwarded to another number.



## Programmable Feature Keys

The Deskset has ten programmable feature keys as shown in [Figure 2 on page 10](#). 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 more outside lines, more intercom lines, or for other functions, including quick dial. See ["Quick Dial" on page 97](#) to add quick dial entries.

Table 7 lists the default functions for the programmable feature keys. Your key assignments may be different. Table 8 on page 18 has a complete list of possible programmable feature key assignments.

**Table 7 Programmable Feature Key Default Functions**

Key	Function Label	For more information, see...
1	Line 1	
2	Line 2	<a href="#">"Lines and Line Keys" on page 12</a>
3	Line 3	
4	Line 4	
5	Page	<a href="#">"Sending a Page" on page 72</a>
6	Redial	<a href="#">"Accessing the Redial List" on page 42</a>
7	Directory	<a href="#">"Using the Directory" on page 47</a>
8	Call Log	<a href="#">"Using the Call Log" on page 66</a>
9	Messages	<a href="#">"Voicemail Overview" on page 55</a>
10	Intercom <sup>a</sup>	<a href="#">"Making an Intercom Call" on page 25</a>

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 8.

**Table 8 Programmable Feature Keys LED Activity**

Key	LED Activity	Description
Line 1, Line 2, Line 3...	Off	No call
	Steady <b>GREEN</b>	Active call
	Quickly Flashing <b>GREEN</b>	Ringing call
	Slow Flash <b>GREEN</b>	Call held at your Deskset
	Steady <b>ORANGE</b>	Active call at another Deskset
	Flash <b>ORANGE</b>	Held call at another Deskset
Page	Off	No page
	Steady <b>GREEN</b>	Making page
	Quickly Flashing <b>GREEN</b>	Receiving page
Redial	Off	Not applicable
Directory	Off	Not applicable
Call Log	Off	No new calls
	Steady <b>ORANGE</b>	One or more new missed calls
Messages	Off	No new messages
	Steady <b>ORANGE</b>	One or more new messages
Do Not Disturb	Off	DND off
	Steady <b>ORANGE</b>	DND on
Quick Dial	Off	Not applicable
Held Calls List	Off	Not applicable
Intercom	Steady <b>GREEN</b>	Active call
	Quickly flashing <b>GREEN</b>	Incoming call
	Slowly flashing <b>GREEN</b>	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 start a call, press . The key becomes backlit and you hear a dial tone. Begin dialing.
2. To end a call, press . The key backlight goes out.

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



**NOTE**





A Deskset Help menu is also available on the WebUI. See ["Help" on page 98](#).

### To use the Deskset Help:

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

A menu of help items appears.



2. Press  and  to scroll to the desired help item.
3. Press  (**SELECT**).
4. Press  (**CANCEL**) to return to the previous menu.



CHAPTER  
2

# MAKING CALLS

The Deskset provides several methods for making a call. If the Deskset is idle or has 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.

You can dial the extension for the system operator by pressing **0** (zero).

- ["Active Call Screen" on page 22](#)
- ["Predialing" on page 23](#)
- ["Live Dialing" on page 23](#)
- ["Making a Call from a List" on page 24](#)
- ["Making an Intercom Call" on page 25](#)
- ["Making Calls with an Optional AT&T DECT Cordless Headset \(SB35025 Only\)" on page 26.](#)



## Active Call Screen

The active call screen, as shown in Figure 9, appears while you are on a call.

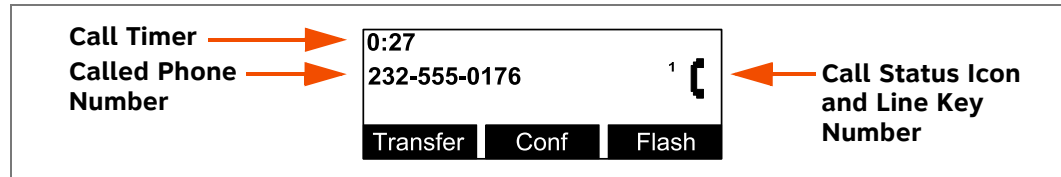


Figure 9. Active Call Screen

Table 9. Active Call Screen Description

Key	Description
<b>Transfer</b>	Begins transfer of a call. See <a href="#">“Transferring a Call” on page 36.</a>
<b>Conf</b>	Begins a conference call. See <a href="#">“Making a Conference Call” on page 37.</a>
<b>Flash</b>	<b>External calls only</b> —Simulates a hook flash, which signals your telephone service provider to activate a feature. For example, hook flash may switch you to another incoming call when you hear a call-waiting tone, or enable you to create a conference call. These features may be offered as part of your phone plan. Features that use hook flash occur at the Central Office (CO) and are separate from any similar functions in Syn248.

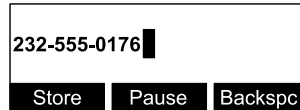


## Predialing

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 make a Predial call:

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



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.
  - **X (CANCEL)** to cancel predial.
- Lift the handset, or press (**SPEAKER**), (**HEADSET**), or press a Line key to go off hook and call the number.



When all the lines are in use, you cannot start a new call by lifting the handset, or by pressing or . Instead, the screen briefly displays **All Lines Busy**.

## Live Dialing

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

### To live dial a number:

- From Idle mode, do one of the following to go off hook (to hear the dial tone):
  - Lift the handset.
  - Press or .
  - Press an available Line key.




Your system administrator can program your Deskset to use a specific external line or intercom line whenever it goes off hook. To override this automatic behavior, press a Line key or Intercom key for the desired line after you go off hook.

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







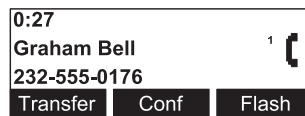
## Making a Call from a List

### To make a call from a list:

1. Access the desired list entry. For example, to view the Directory, press  (MENU), then **1**, and then **5**. The **Directory** screen appears. See [“Accessing Items in Lists” on page 40](#).



2. Press  or  until the desired entry appears.
3. Press  or  (**SELECT**) to dial the displayed number. The Deskset dials the number and the active call screen appears.





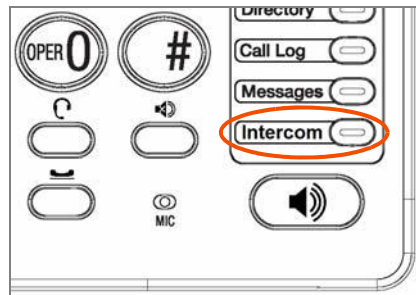
## Making an Intercom Call

To make an internal (extension-to-extension) call, you must use the intercom line. You can access the intercom line by pressing the Intercom key. By default, key 10 is an Intercom key, as shown in Figure 10, but your system administrator can configure additional Intercom keys to give you more intercom lines.



**NOTE**

Your system administrator can program your Deskset to use a specific external line or intercom line whenever it goes off hook. To override this automatic behavior, press a Line key or Intercom key for the desired line after you go off hook.



**Figure 10. Intercom Key**

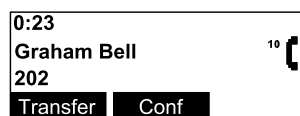
### To make an intercom call:

1. With the Deskset in Idle mode, go off hook by lifting the handset, pressing (**SPEAKER**), or by some other method.
2. 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.

When your intercom call is answered, the active call screen appears.



## Making Calls with an Optional AT&T DECT Cordless Headset (SB35025 Only)

If you have an optional AT&T DECT cordless headset registered to your SB35025 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. Remove the headset from its charger and press the headset **ON/OFF** button. The headset is active when you hear a dial tone.
2. Dial the extension or phone number on the Deskset.
3. Press the headset **ON/OFF** button to end the call.

### **OR**

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



CHAPTER  
3

# ANSWERING CALLS

When a call comes in, the Deskset rings and the incoming call information appears as shown in [Figure 11 on page 28](#). 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 Line keys while the oldest call remains on the screen. You can answer or ignore each call.

The following sections describe handling incoming calls:

- ["Incoming Call Screen" on page 28](#)
- ["Incoming Call Indication" on page 28](#)
- ["Answering a Call" on page 29](#)
- ["Ignoring a Call" on page 30](#)
- ["Intercom Auto Answering" on page 31](#)
- ["Call Forward–No Answer" on page 32](#)
- ["About the Auto Attendant" on page 32.](#)



## Incoming Call Screen

The incoming call and active call screens are shown in Figure 11.

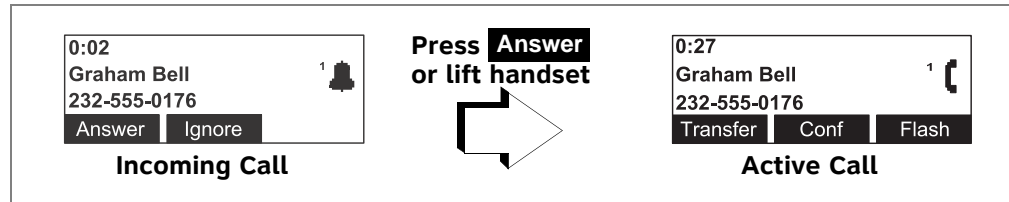


Figure 11. Incoming Call and Active Call

Table 10. Incoming Call Screen Soft Keys

Key	Description
<b>Answer</b>	Answers incoming call.
<b>Ignore</b>	Silences ringer during incoming call.

## Incoming Call Indication

When there is an incoming call, the Deskset rings. See [“Sounds” on page 82](#).



Do Not Disturb automatically silences the ringer. See [“Using Do Not Disturb \(DND\)” on page 90](#).

When there are no active or held calls, an incoming call screen appears as shown in Figure 12.

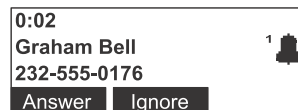


Figure 12. Incoming Call Screen

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



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** appear. If the caller chooses not to send the information, **PRIVATE NAME** and **PRIVATE NUMBER** appear.



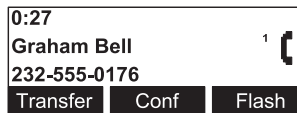
## Answering a Call

### 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 84](#).
- Press  (**SPEAKER**) to use the speakerphone.
- Press  (**HEADSET**) to use a headset. See ["Call Management Using a Headset" on page 39](#).
- For multiple incoming calls, press the corresponding Line key to answer each call. The previous active call is put on hold. New calls remain in the display until you answer or until you press **Ignore**.

The active call screen appears.



If you are listening to voicemail when a call comes in, press **Ignore** to return to the message playback screen.



Once you answer a call:

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



## 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 Line key continues to flash. If it is an intercom call, the Intercom key flashes.
  - You can press the **Answer** key or the flashing Line or Intercom key to answer the incoming call.
  - Going off hook—lifting the handset, pressing  (**SPEAKER**), or pressing  (**HEADSET**)—does not answer the call. Going off hook starts a new call on the next available line.
  - If no one answers the call, the call goes to the Call Forward–No Answer destination. The default destination for external calls is the Auto Attendant. The default destination for intercom calls is voicemail. See [“Call Forward–No Answer” on page 32](#).



Your system administrator can set your Deskset to ignore 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, but you can answer the call by pressing the **Answer** key or the flashing Line key.

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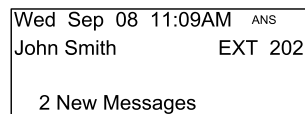


## Intercom Auto Answering

You can set your Deskset to answer intercom calls automatically, without your having to touch the phone to answer. When you enable Intercom Auto Answer, **ANS** appears at the top of the Deskset screen as shown in Figure 13 unless **DND** is active, since Auto Answer is disabled when DND is on.



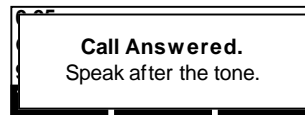
Intercom Auto Answering applies only to direct Deskset-to-Deskset calls. Auto Answering does not apply to forwarded calls that use your intercom line(s).



**Figure 13. Intercom Auto Answer Enabled**

### **To respond to an Auto Answered intercom call:**

After the call rings for the amount of time specified in the Auto Answer Delay (see [“Intercom Auto Answer” on page 79](#)), a two-second notification screen appears, and you hear a warning tone. Speak after the tone.



If the Intercom 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, press **X (CANCEL)** or **Ignore** while the call is ringing to send the call to the Intercom Call Forward–No Answer target. See [“Call Forward–No Answer” on page 32](#).

If there are multiple incoming intercom calls, Auto Answer applies to the first call.



## Call Forward–No Answer

Call Forward–No Answer is a setting that redirects incoming calls. The Syn248 system has two types of Call Forward–No Answer settings.

**Phone Line Call Forward–No Answer** can only be set by the system administrator. This setting determines the destination for unanswered calls on each line. After a call is forwarded, the call cannot be answered at the Deskset. Calls can be forwarded to:

- an extension. Forwarded calls use the extension's intercom line.
- an extension's voicemail (without ringing the Deskset)
- an external phone number
- Auto Attendant (default destination). See ["About the Auto Attendant"](#).

**Intercom Call Forward–No Answer** is a setting unique to each Deskset. The system administrator also sets this setting. This setting determines the delay of, and the destination for, unanswered calls coming through your intercom line. These calls can include intercom calls or outside calls forwarded to you by the Phone Line Call Forward–No Answer setting. The default destination is your voicemail. It can also be set for another extension, an outside phone number, or OFF.

## About the Auto Attendant

The Syn248 system features an Auto Attendant that can answer calls during periods when your office is closed or when calls go otherwise unanswered. The Auto Attendant has an interactive voice menu that can guide callers to the desired extension or extension's voicemail.

If your Deskset is set as the Operator extension, you can set the Auto Attendant to one of three menus: a default menu, a Day menu and a Night menu. The default menu instructs callers to "Enter the extension number or enter 0 for the operator." The system administrator can customize both the Day and Night menus with your own company's greeting message and instructions to callers. For more information, see ["Auto-Attendant Settings" on page 90](#).

## 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 and press **0** to reach the operator.

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.





CHAPTER  
4

# CALL MANAGEMENT

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

- [“Call Management” on page 34](#)
- [“Putting a Call on Hold” on page 35](#)
- [“Transferring a Call” on page 36](#)
- [“Making a Conference Call” on page 37](#)
- [“Call Management Using a Headset” on page 39.](#)



## Call Management

Call management begins with the active call screen shown in Figure 14. The Call Status icons are described in [“Call Status Icons” on page 16](#).

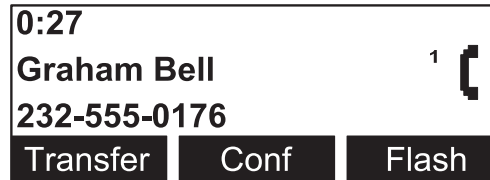


Figure 14. Active Call Screen

Table 11 Active Call Screen Description



Key	Description
<b>Transfer</b>	Begins transfer of a call.
<b>Conf</b>	Begins a conference call.
<b>Flash</b>	<b>External calls only</b> —Simulates a hook flash, which signals your telephone service provider to activate a feature.

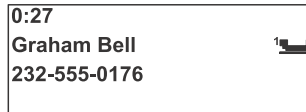


## Putting a Call on Hold

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 the  (**HOLD**) button.
  - The Held Call icon  appears and the Line key LED flashes green.



- On other Desksets that are assigned that line, the Line key LED flashes orange. Someone at any other Deskset assigned that line can press the flashing orange Line 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 45](#).
  - 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.
2. To take the call off hold, press the flashing green Line key for that call.



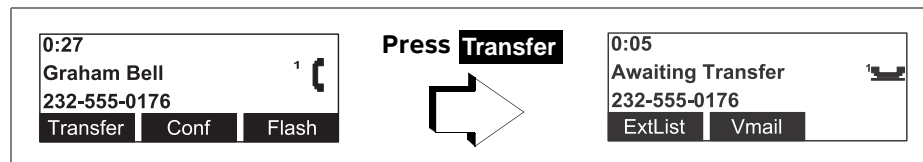
## Transferring a Call

You can transfer an active call to:

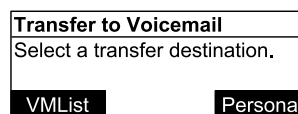
- an internal extension
- an outside number, if this function has been enabled by your system administrator
- another extension's voicemail, or your personal voicemail.

### 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.



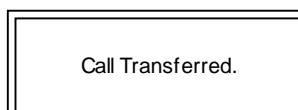
2. Select a transfer target. You can:
  - press the Intercom key and dial an extension number.
  - press an available Line key and dial an external number. Depending on your system configuration, transferring calls to an outside line may be disabled.
  - take a held call off hold.
  - call a number from a list. For example, press **ExtList** and select an extension to call.
  - transfer the call directly to voicemail by pressing **Vmail**, then pressing **VMList** to select an extension or pressing **Personal** to transfer the call to your personal voicemail.



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 selecting the first call and pressing **X (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.

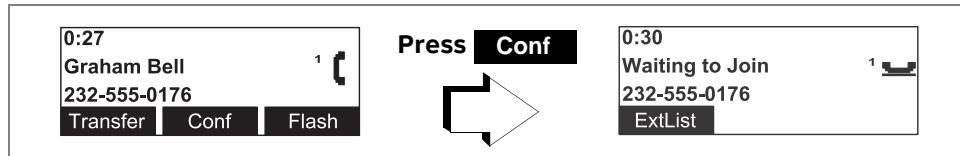


## Making a Conference Call

You can set up a conference call with yourself and two telephone numbers (either internal, outside, or with both).

### 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 or you can select a held call and take it off hold, or you can start the second call from a list.

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 Line key.

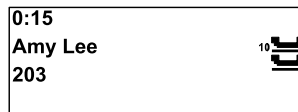


## Putting a Conference on Hold

### To put a conference on hold:

1. Press  (**HOLD**).

The other callers can continue communicating with each other. The held conference icon  indicates a held conference.



**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 Line key to start a new call.
- answer an incoming call.

### To take a conference call off hold:

1. Press a Line key for one of the calls on the conference.

## Ending a Conference

### To end a conference:

From the Conference screen, press:

- **EndConf** to end the conference. Both calls hang up and your Deskset returns to the Idle screen or the call you were on before the conference call.
- a Line key to display the call you want to end, and then press **Drop**. The other call remains active.




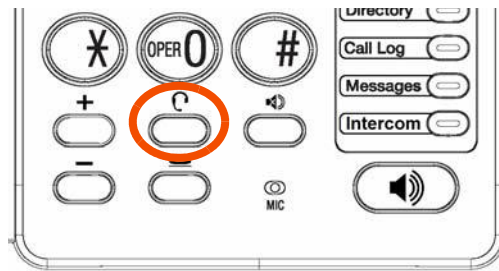
## Call Management Using a Headset

You can use a corded or cordless headset with the SB35025 Deskset. The SB35020 Deskset works only with a corded headset. The following types of headsets are compatible with Syn248 Desksets:

- A corded headset that is plugged into the Headset jack on the back of the Deskset. (compatible with SB35020 or SB35025).
- A cordless headset that provides its own wireless radio in a base unit that is plugged into the Headset jack on the back of the Deskset (compatible with SB35020 or SB35025).
- A compatible AT&T DECT cordless headset (compatible with SB35025 only). The cordless headset can be registered to a SB35025 Deskset. No other connections to the Deskset are required. See ["Registering an Optional Cordless Headset \(SB35025 Only\)" on page 86.](#)




### To use a headset:

- From Idle mode or during a call using the corded handset or speakerphone, press the  (HEADSET) key.



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  to send audio to the handset. While the handset is off hook, you can press  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 the Messages list, 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:

- **Directory List** — See Chapter 6, ["Directory" on page 46](#)
- **Voicemail List** — See Chapter 7, ["Voicemail" on page 54](#)
- **Call Log** — See Chapter 8, ["Call Log" on page 65](#)
- **Extension List** — See ["Accessing the Extension List" on page 41](#)
- **Redial List** — See ["Accessing the Redial List" on page 42](#)
- **Held Calls List** — See ["Accessing the Held Calls List" on page 45](#).





## 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 47](#). When you go off-hook, you can access the Extension List using the **ExtList** soft key that appears.

### To access the Extension List:

1. Lift the receiver or press  (**SPEAKER**), then press the Intercom key.

The dialing screen appears.



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.



You can also access the Extension List from the following:

- **Transfer** — See ["Transferring a Call" on page 36](#).
- **Conference Setup** — See ["Making a Conference Call" on page 37](#).



## Accessing the Redial List

The last 20 phone numbers that you dialed are recorded in the Redial list, as shown in Figure 15 and described in Table 12.

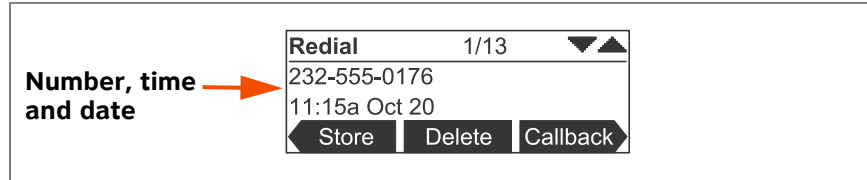


Figure 15. Redial List

Table 12. Redial List Function

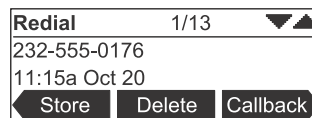
Key	Description
<b>Store</b>	Stores the caller's number in the Personal list. You can also enter the caller's name.
<b>Delete</b>	Deletes the entry.
<b>Callback</b>	Allows you to dial the number or store the caller's number in the Personal list.
<b>Del/All</b>	Deletes all entries.

## Dialing a Redial Number

### To dial a Redial number:

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

The Redial list appears.



2. Press **▽** or **△** 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.

First Name:		▼▲
Last Name:		
Phone #:	232-555-0176	
<b>Save</b>		<b>Backspc</b>

- 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.

**NOTE**

- Press **X (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:

- In the Redial list, press ▼ or ▲ until you see the desired entry.
- Press **Delete**.
- Press **X (CANCEL)** to exit the Redial list.

### To delete all Redial entries:

- In the Redial list, press ◀ or ▶ to display the **DelAll** soft key.

Redial	1/13	▼▲
232-555-0176		
11:15a Oct 20		
<b>DelAll</b>		▶

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

<b>Are you sure you want to delete all entries?</b>	
<b>Yes</b>	<b>No</b>

- Press **Yes** to confirm deletion.
- Press **X (CANCEL)** to exit the Redial list.



## Searching the Extension or Directory Lists

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.

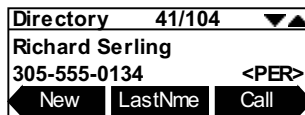


2. Press the dial-pad keys to cause the Deskset to search for an exact match or the closest match. For example:

- 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 19](#) for information on entering other individual letters. This searching function uses only the uppercase letters.

When an exact match is found, the entry appears.



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

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 keys.

You can view and retrieve any held call in the system from the Held Calls List. A call retrieved from the Held Calls List uses an intercom line on your Deskset.




Your Deskset Line keys flash orange to indicate held calls on the lines that were assigned to your Deskset. Pressing a flashing orange Line key is the easiest way to retrieve a held call. However, 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 and 2 assigned to your Desksets. Another department in your company may have lines 3 and 4 assigned to their Desksets. Using the Held Calls List, you can access calls being held on lines 3 and 4.

### To retrieve a call from the Held Calls List:

1. Press  (MENU), then **1**, and then **1**.

The **Calls on Hold** screen appears.

Calls on Hold 1/4		▼▲
Graham Bell	Line 3	3:32
	Line 1	2:10
1-800-123-1234	Line 2	0:12

2. Press  or  to highlight the desired call.
3. Press  (SELECT) to retrieve the call.

The call becomes active on your intercom line. Any previous active call on your Deskset goes on hold.



If you put an external call on hold then retrieve the same call from the Held Calls List, you will only be able manage the call on the intercom line.



CHAPTER  
6


# DIRECTORY

The Syn248 system provides three Directory lists. By default, the system displays entries from all three lists. See [“To view and call Directory entries:” on page 48](#) 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. These entries are available only at your extension.
- **System** — This directory is created and maintained by the system administrator. It is available at all extensions. 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. The Extension directory is available at all extensions. You can view and sort this directory, but you cannot modify it.
  - [“Using the Directory” on page 47](#)
  - [“Viewing and Calling Directory Entries” on page 48](#)
  - [“Creating a New Personal List Entry” on page 49](#)
  - [“Editing a Personal List Entry” on page 50](#)
  - [“Storing Directory Entries from the Call Log or Redial List” on page 52](#)
  - [“Sorting Directory Entries” on page 53.](#)



## Using the Directory

Access the Directory by pressing  (MENU), then **1**, and then **5** to display the screen shown in Figure 16 and described in Table 13.

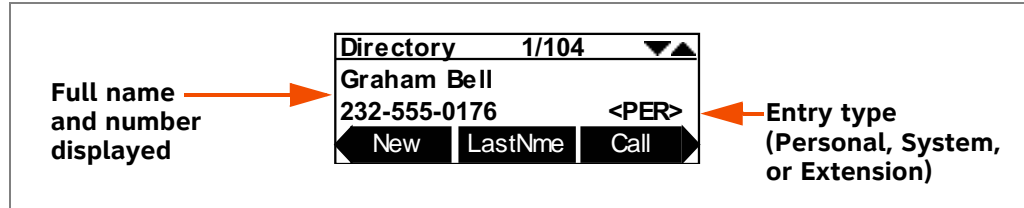


Figure 16. Directory

Table 13. Directory Screen Description

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



## Viewing and Calling Directory Entries

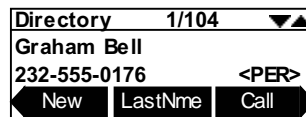
By default, the **Directory** screen displays entries from all three Directory lists—Personal, System, and Extension. You can change the Directory settings to view any combination of the lists.




When viewing 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. Press  (**MENU**), then **1**, and then **5**.

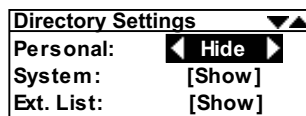
The Directory list appears.











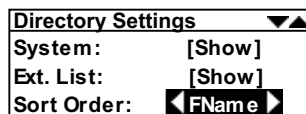
2. Press  or  to show the desired entry.
3. Press  (**SELECT**) to dial the displayed phone number.

### To change Directory settings:

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



3. Press  or  to highlight the desired list, and press  or  to select **Show** or **Hide**. Show all lists by setting all three to **Show**.
4. Press  or  to highlight **Sort Order**, and press  or  to select the default sort order.



5. Press  (**CANCEL**) to return to the **Directory** screen. The changes you made to the Directory are applied immediately.





## Creating a New Personal List Entry

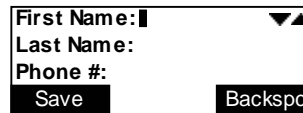
You can add up to 50 personal entries to the Directory. These personal entries are only visible at your extension.

### To create a new Personal list entry:

1. Press **☰** (MENU), then **1**, and then **5**.

The Directory appears.

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



First Name: |  
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 19](#). The name text fields are limited to 20 characters each and the number field is limited to 32 digits.

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.
  - When entering a phone number, press **Pause** to insert a two-second pause. The pause appears as a **P** in the field and is counted as a digit.
4. 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. Press  (**MENU**), then **1**, and then **5**.

The Directory appears.

2. Press  or  to display a personal entry (as indicated by **<PER>**) to be edited.
3. Press  so that **Edit** appears, then press **Edit**. The entry edit screen appears.





First Name: Graham	
Last Name: Bell	
Phone #: 232-555-0176	
<b>Save</b>	<b>Backspc</b>



The **Edit** key is not available when you are viewing a system or extension entry.

4. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See ["Dial-Pad Entry" on page 19](#). The name text fields are limited to 20 characters each and the number field is limited to 32 digits.

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.
  - When editing a phone number, press **Pause** to insert a two-second pause. The pause appears as a **P** in the field and is counted as a digit.
5. Press **Save**. The Directory appears.






## Deleting a Personal List Entry

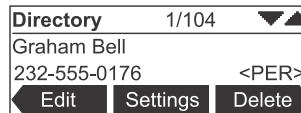
You can delete any one of your Personal list entries while viewing the Directory.

### To delete a Personal list entry:

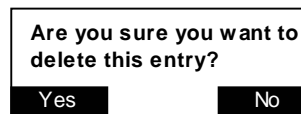
1. Press  (MENU), then **1**, and then **5**.

The Directory appears.

2. Press  or  to display the entry to be deleted.
3. Press  so that **Delete** appears.



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



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



The **Delete** key is not available when you are viewing a system or extension entry.



## 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  $\nabla$  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 entry screen appears.

First Name: Graham Bell	▼▲
Last Name:	
Phone #: 232-555-0176	
Save	Backspc

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

- If necessary, edit the name and number. Press  $\nabla$  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.
  - When editing a phone number, press **Pause** to insert a two-second pause. The pause appears as a **P** in the field and is counted as a digit.
4. Press **Save** to save the entry.

**NOTE**

The system does not check for duplicate entries.


---



## 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:

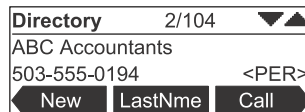
1. Press  (MENU), then **1**, and then **5**.

The Directory appears.

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



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



CHAPTER  
7

# VOICEMAIL

Your Syn248 Deskset records and saves incoming voice messages. The MESSAGE WAITING LED, shown in [Figure 17 on page 55](#), lights up when you have one or more new messages.

Each message can be up to 2 minutes long. Your Deskset has 30 minutes of recording time and can hold up to 100 messages.

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

- ["Voicemail Overview" on page 55](#)
- ["Setting up Your Voicemail Greetings" on page 56](#)
- ["Accessing Your Messages" on page 57](#)
- ["Deleting Messages" on page 60](#)
- ["New Message Status Indications" on page 61](#)
- ["Accessing Your Voicemail Remotely" on page 62.](#)



## Voicemail Overview

When there is at least one new message, the MESSAGE WAITING LED lights up, as shown in Figure 17.



Figure 17. Message Waiting LED

To access your messages, see [“Accessing Your Messages” on page 57](#). Each message appears on a screen similar to the screen shown in Figure 18. To see other messages, press  $\triangle$  or  $\nabla$ . Pressing  $\triangleleft$  or  $\triangleright$  displays the soft keys described in Table 14.

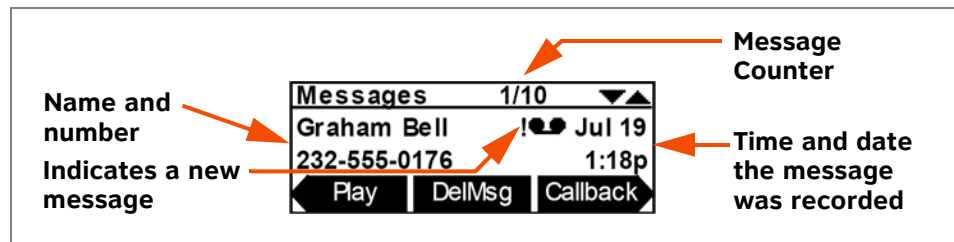


Figure 18. Messages Screen

Table 14. Voicemail List Description

Key	Description	Key	Description
<b>Play</b>	Plays message.	<b>DelMsg</b>	Deletes displayed message.
<b>Callback</b>	Gives you options for calling the number back.	<b>DelAll</b>	Deletes all messages.
<b>PlayAll</b>	Plays all messages.	<b>CirNew</b>	Clears and restores the new message indication from a message.
		<b>MrkNew</b>	

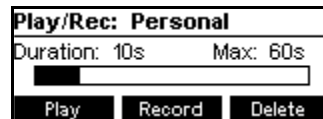


## Setting up Your Voicemail Greetings

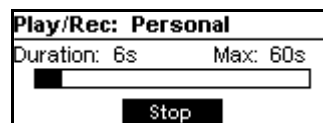
You can have three different greetings for your voicemail. You can then activate the one that is currently appropriate. You can record a **Primary Greeting** to use most of the time and an **Alternate Greeting** for when you are out of the office. The **Pre-Set** greeting, "Please leave a message after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

### To 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 **△** 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.



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.



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 **X** (CANCEL) to return to the **Voicemail Greetings** menu.





**To activate a greeting:**

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



- Press **△** or **▽** to highlight the **Primary**, **Alternate**, or **Pre-Set** greeting to be played to outside callers.



When you highlight the **Pre-Set** greeting, the **PlayRec** soft key changes to **Play**. You cannot delete or record over the Pre-Set greeting.

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, see ["To record a Primary or Alternate greeting:" on page 56.](#)

## Accessing Your Messages

**To access your messages:**

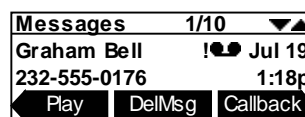
1. Press **☰** (MENU), then **1**, and then **3**.

If necessary, use the dial pad to enter your user password and then 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 **Messages** screen appears.



2. Press **▽** or **△** until you see the desired **Messages** entry.
3. Press **X** (CANCEL) to exit the **Messages** screen.

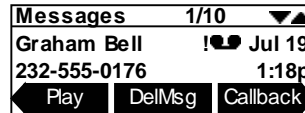


## Message Playback

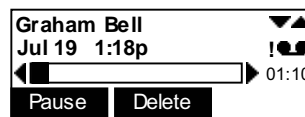
You can play either a single message or all of your messages.

### To play a single message:

1. On the **Messages** screen, press  $\triangle$  or  $\nabla$  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  $\nabla$  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.
- $\nabla$  or  $\triangle$  to skip to the previous or next message.
- **X (CANCEL)** to stop playback and return to the **Messages** list.

If all messages play without interruption, you return to the **Messages** list 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. In the **Messages** list, press  $\triangle$  or  $\nabla$  until the desired entry is on the screen.
2. Press **Callback**. The **Call Back** screen appears.



- 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 **X** (**CANCEL**) to return to the **Messages** 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 58](#).

### To delete a single message or all messages:

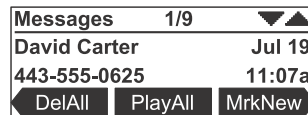
1. On the **Messages** screen, press  $\nabla$  or  $\triangle$  until the desired entry is on the screen.
2. Press **DelMsg** to delete the message.

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

**OR**

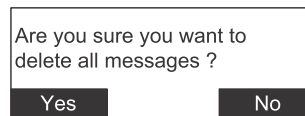
To delete all messages:

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



- b. Press **DelAll**.

The confirmation screen appears.



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




All messages are deleted, including new (unheard) messages.

---

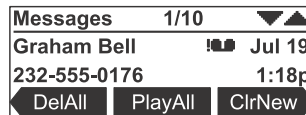



## New Message Status Indications

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  $\nabla$  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 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.

**NOTE**

To use this feature, your system must be set up for remote voicemail access. The Phone Line Call Forward–No Answer setting and Intercom Call Forward–No Answer setting must allow you to reach your extension's voicemail. For more information, consult your system administrator.

---

### **To access voicemail remotely:**

1. Dial your company phone number.
2. Depending on your system settings, do one of the following:
  - If the Auto Attendant answers your call, enter your extension number. When your extension rings, wait for your call to go to voicemail, then press the star key twice (\*\*) when you hear your voicemail greeting.
  - If the Auto Attendant allows you to reach your extension's voicemail directly, press the star key twice (\*\*) when you hear your voicemail greeting.
  - If the Phone Line Call Forward–No Answer setting forwards your call directly to your voicemail, press the star key twice (\*\*) when you hear your voicemail greeting.
  - If the Phone Line Call Forward–No Answer setting rings your extension, wait for your call to go to voicemail, then press the star key twice (\*\*) when you hear your voicemail greeting.
3. When you hear "Enter your access code, followed by the pound key" enter your password (if you have created one), then enter pound (#) to access the voice prompt menu.

If you have not created a password, press the pound (#) key.

**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.

---



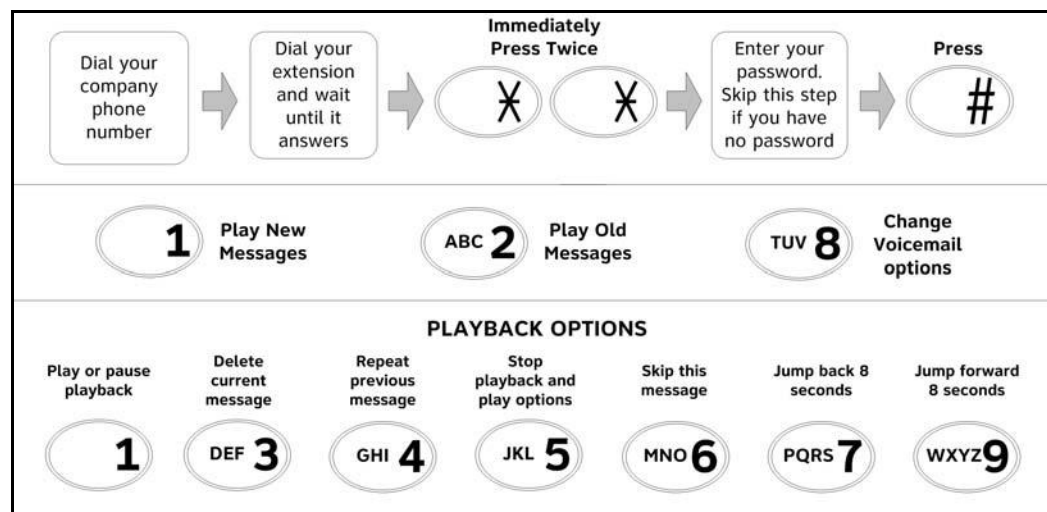
**To access voicemail remotely – listen to messages:**

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 19. 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 19. 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 20, 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**.

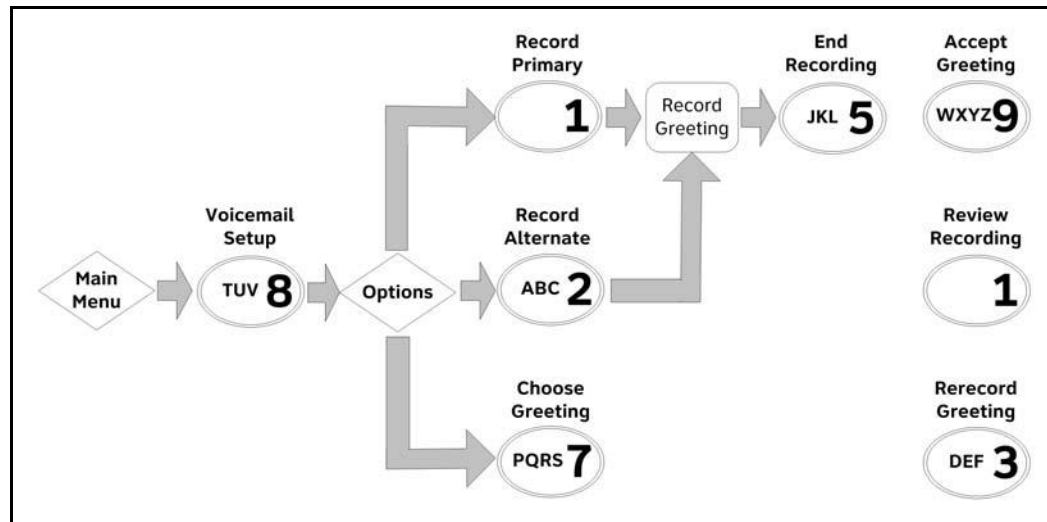


Figure 20. Remote Voicemail Greeting Setup






CHAPTER  
8

# CALL LOG

The Deskset 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 66](#)
- ["Managing Missed Calls" on page 67](#)
- ["Deleting Call Log Entries" on page 70.](#)

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

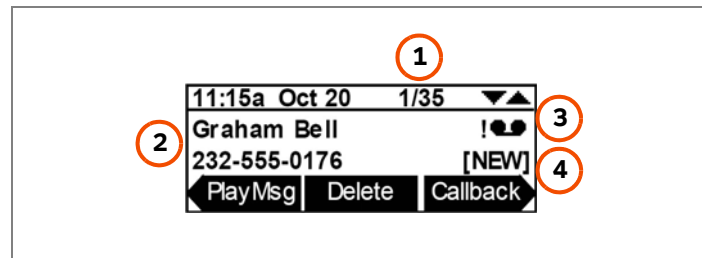


This system has a caller ID feature that works with the caller identification service offered through your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering 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 21 and described in Table 15, are available whenever the Call Log has at least one entry.




**Figure 21. Call Log Functions**

<b>1. Current Call Log entry number/ total number of entries</b>	50/50 maximum.
<b>2. Name and number</b>	
<b>3. Message available for playback</b>	Exclamation mark (!) indicates the message is new.
<b>4. NEW</b>	Indicates the call was not answered and has not been reviewed.

**Table 15. Call Log Soft keys**

Key	Description	Key	Description
<b>PlayMsg</b>	Plays message. Appears only when there is a message.	<b>Delete</b>	Deletes the entry.
<b>Callback</b>	Gives you options for calling the number back.	<b>Store</b>	Stores number in your Personal list.
<b>ClrNew</b>	Clears <b>[NEW]</b> indication from the displayed entry.	<b>DelAll</b>	Deletes all entries.

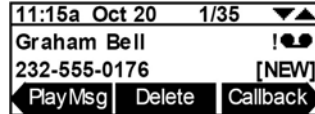
- The message icon  appears in call entries where the caller left a message. The icon remains until you delete the message. An ! icon indicates the message is new.
- If your company has caller ID, the caller information appears. If the caller ID information is absent because it is unavailable, **UNKNOWN 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:**

1. Press **☰** (MENU), then **1**, and then **6**.

The most recent Call Log entry appears.



2. Press  $\nabla$  or  $\triangle$  until the desired entry is on the screen.
3. Press **X** (CANCEL) to exit the Call Log.

## Managing Missed Calls

All incoming calls are recorded in the Call Log. 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  $\nabla$  or  $\triangle$  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  $\triangleleft$  or  $\triangleright$  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 **X** (CANCEL) to exit the Call Log.

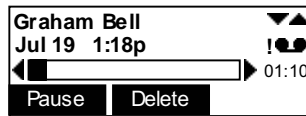


## Listening to Voicemail From the Call Log

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  $\nabla$  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 message.

---

If necessary, use the dial pad to enter your password and press  $\checkmark$  (**SELECT**).

3. Press **Delete** while the message is playing to delete the voice message. There is a slight delay until the message indicators change.

When the message playback completes, the **Call Log** appears.

4. Press  $\times$  (**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 ◀ or ▶ to display the **Store** soft key.
2. Press **Store** to store the entry in your Personal list. The screen below appears.

First Name: Angela Ma...▼▲
Last Name:
Phone #: 732-555-7318
Save Backspc

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

3. 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.
  - When editing a phone number, press **Pause** to insert a two-second pause. The pause appears as a **P** in the field and is counted as a digit.



The system does not check for duplicate entries.

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



## Deleting Call Log Entries

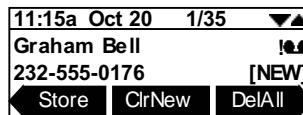
You can delete a single Call Log entry, or all Call Log entries.

### 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.

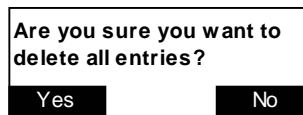
**OR**

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 **X (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 Syn248 system includes an optional overhead paging (OHP) system, you may be able to page through loudspeakers. The OHP system is included when you select **All Extensions** on the **Paging Zones** menu. The OHP system may also be included in a custom Paging Zone.

**NOTE**

Overhead paging is available only if a SB35025 Deskset is connected to the Syn248 system. The OHP system connects directly to the SB35025 auxiliary input/output port. No other Syn248 Desksets have an auxiliary input/output port. See [“Syn248 System Overview” on page 9](#).

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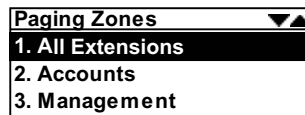
## Sending a Page

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

### To send a page:

1. Press **☰** (**MENU**), then **1**, and then **2**.

The **Paging Zones** menu appears. The menu shows the paging 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 voicemail, or playing or recording a name or greeting do not receive pages.
- The **PAGE** programmable feature key (key #5 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.





## CHAPTER 10



# DESKSET SETTINGS

You or your system administrator can customize your Deskset at the Deskset using the following menus and features:


- ["Deskset Menu" on page 74](#)
- ["Features" on page 75](#)
- ["User Settings" on page 76](#)
- ["Admin Settings" on page 88](#)
- ["Deskset Information" on page 89](#)
- ["Auto-Attendant Settings" on page 90](#)
- ["Using Do Not Disturb \(DND\)" on page 90.](#)



## 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  . The **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 75](#) for appropriate links.
- Press **2** to display the **User Settings** menu. See ["User Settings" on page 76](#) for further instructions.
- Press **3** to display the **Admin Settings** menu. See ["Admin Settings" on page 88](#).
- Press **4** to display the **Deskset Information** screen. See ["Deskset Information" on page 89](#) for further instructions.
- If your system administrator has set your extension as the Operator extension, the menu has an additional item. Press **5** to change the **Auto Attendant** settings. See ["Auto-Attendant Settings" on page 90](#) for further instructions.



## Features

Use the **Features** menu to access the Deskset features, as shown in Figure 22 and described in Table 16.

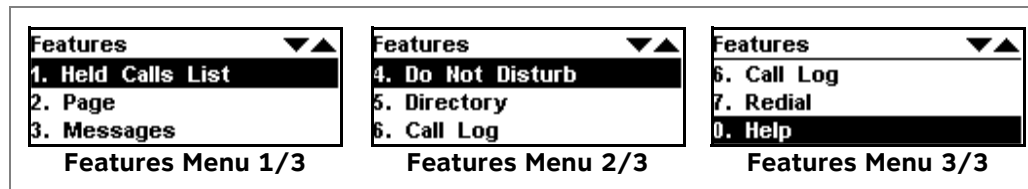


Figure 22. Deskset Features Menu

Table 16. Deskset Menu

Feature	See page...	Description
1. Held Calls List	<a href="#">45</a>	View and retrieve held calls from any line in the system.
2. Page	<a href="#">72</a>	Make an announcement to your organization.
3. Messages	<a href="#">57</a>	Play, delete, or forward messages.
4. Do Not Disturb	<a href="#">90</a>	Turn Do Not Disturb on and off.
5. Directory	<a href="#">47</a>	View and make calls from the Directory.
6. Call Log	<a href="#">66</a>	View and make calls from the Call Log.
7. Redial	<a href="#">42</a>	View the last 20 numbers dialed and redial a selected number.
0. Help	<a href="#">20</a>	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 17](#).



## User Settings

Use the **User Settings** menu to set up options as shown in Figure 23 and described in Table 17.

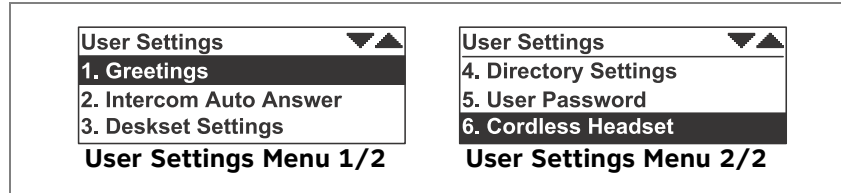


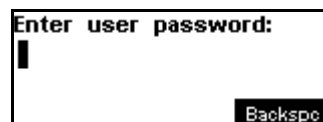
Figure 23. User Settings Menu

Table 17. Deskset Menu – User Settings

Setting	See page...
1. Greetings	<a href="#">77</a>
2. Intercom Auto Answer	<a href="#">79</a>
3. Deskset Settings	<a href="#">80</a>
4. Directory Settings	<a href="#">84</a>
5. User Password	<a href="#">85</a>
6. Cordless Headset (SB35025 only)	<a href="#">86</a>

### 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 your password and press **✓** (SELECT).
- To correct errors, press **Backspc**.
- To cancel your changes on that screen, press **X** (CANCEL) at any time. The Deskset will return to the previous screen.



## Greetings

Use the **Greetings** menu, as shown in Figure 24 and described in Table 18, to record your voicemail greeting message.

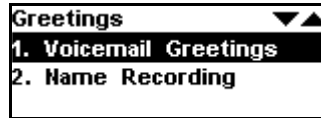


Figure 24. Greetings Menu

Table 18. User Settings – Greetings Menu

Function	See page...	Description
1. Voicemail Greetings	<a href="#">56</a>	Record and set your voicemail greetings.
2. Name Recording	<a href="#">78</a>	Record your name.



## Name Recording

Your name recording should identify yourself to callers. If callers access the Company Directory when unanswered calls are directed to the Auto Attendant, 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.



2. Press **Record** to start recording. 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.



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

OR

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



5. Press **X (CANCEL)** to return to the **Greetings** menu.



## Intercom Auto Answer

You can set the Deskset to automatically answer intercom 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.



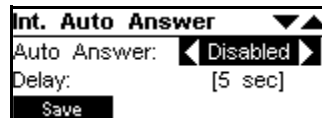
**Do Not Disturb** takes priority over Auto Answer.

**NOTE**

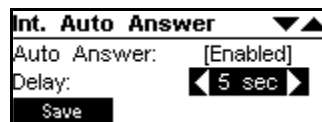
Intercom Auto Answer does not apply to outside calls that use an intercom line after they were forwarded to your Deskset by a Phone Line Call Forward–No Answer setting.

### To set Auto Answer:

1. Press **MENU**, then **2**, and then **2**. The **Intercom Auto Answer** screen appears.

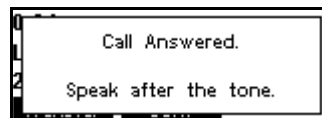


2. Press **Left Arrow** or **Right Arrow** to select either **Disabled** or **Enabled**.
3. Press **Down Arrow**, then **Left Arrow** or **Right Arrow** to set the delay before the Deskset automatically answers each call.



4. Press **Save** to confirm the change. The **Call Management** menu 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 19.

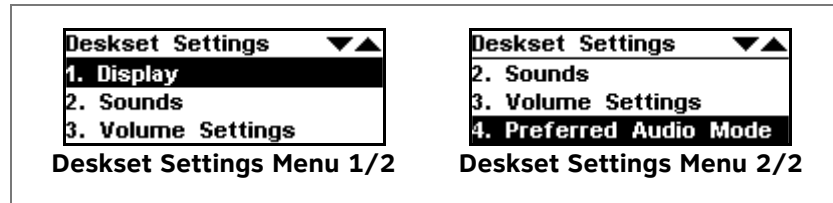


Figure 25. Deskset Settings Menu

Table 19. Deskset Settings Menu

Function	See page...	Options
1. Display	<a href="#">81</a>	1. Contrast (1–9) 2. Backlight (Lo/Hi/Off)
2. Sounds	<a href="#">82</a>	1. Ring Volume (0–9) 2. Ringtones (1–9) 3. Key beeps (On/Off) 4. Call Waiting Tone (On/Off)
3. Volume Settings	<a href="#">83</a>	Speaker Volume (1–9) Receiver Volume (1–9) Headset Volume (1–9) Paging Volume (1–9)
4. Preferred Audio Mode	<a href="#">84</a>	Preferred Audio Mode (Speaker, Headset)






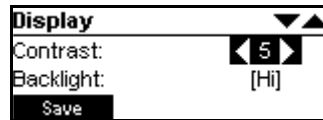
## Display







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  to accept the adjustments and return to the **Deskset Settings** menu.



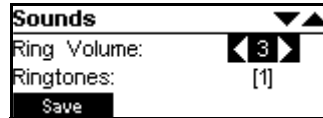
## Sounds

Use the **Sounds** menu to set the ring volume, 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**.

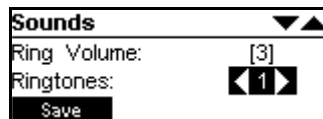
The **Sounds** menu appears.



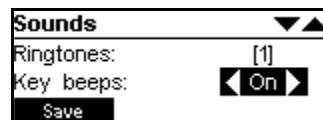
2. Press **◀** or **▶** to adjust the **Ring Volume** from **0** to **9**. The default is **3**. A ringer sample plays. You can also set the ring volume by pressing the **+ / - (VOLUME)** keys.

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

3. Press **▽**, and then **◀** or **▶** to select one of nine **Ringtones**. The default is **1**. Ringtones samples play when selected.

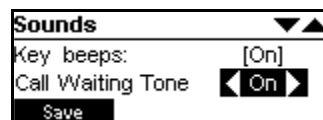


4. Press **▽**, and then **◀** or **▶** to turn **Key Beeps On** or **Off**. The default is **On**.



5. 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.



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



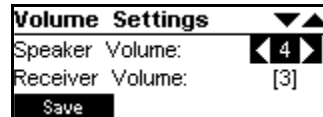
## Volume Settings

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

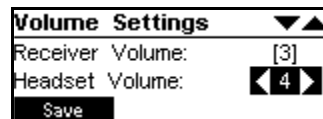
### To use the Volume Settings menu:

1. Press **☰ (MENU)**, then **2**, then **3**, and then **3**.

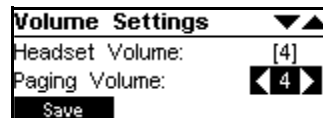
The **Volume Settings** menu appears.



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**.



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



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



## Preferred Audio Mode

When you press a Line 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.



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.

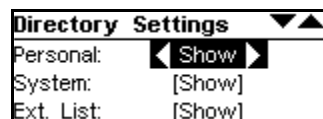
## Directory Settings

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. By default, all directories are shown and sorted by first name.

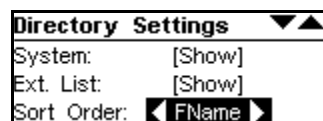
### To use the Directory Settings menu:

1. Press **☰** (**MENU**), then **2**, and then **4**.

The **Directory Settings** menu appears.



2. Press **◀** or **▶** to **Hide** or **Show** the **Personal** Directory. This Directory holds your personal Directory entries. See ["Directory" on page 46](#).
3. Press **▽** and then press **◀** or **▶** to **Hide** or **Show** the **System** Directory. This Directory holds 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.



## Setting, Changing, or Resetting Your Password

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

### To set or change the password:

1. Press **≡** (**MENU**), then **2**, and then **5**.

The **User Password** menu appears.



2. From the **User Password** menu, press **1**.

The **Set/Change Password** menu appears.

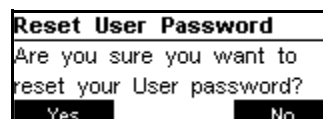


3. Use the dial pad to enter a password of up to six digits.
  - To correct errors, press **Backspc**.
  - To start over, press **Delete**.
4. Press **▽** and enter the new password again.
5. To accept the change, press **Save**. The **Password Saved** screen appears, then the **User Settings** menu appears.



### To reset your password:

1. From the **User Password** menu, press **2**. A confirmation screen appears.



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

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



## Registering an Optional Cordless Headset (SB35025 Only)

You can register one AT&T DECT Cordless headset to a SB35025 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.

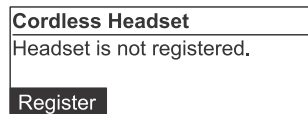


The headset must be in the charger, fully charged and deregistered from any other device before registration can proceed. Remove and replace the cordless headset before you press **Register** on the Deskset.

### To register a cordless headset:

1. Press **≡** (**MENU**), then **2**, and then **6**.

The **Cordless Headset** menu appears.



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.
5. Press **X** (**CANCEL**). The **User Settings** menu appears.



While registration is in progress, registration can be terminated by pressing **X** (**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 87](#).



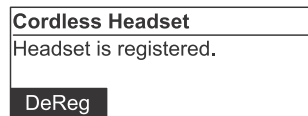
## Deregistering a Cordless Headset

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 screen displays **Headset is not registered**.
4. Press **X** (**CANCEL**). The **User Settings** menu appears.

## Cordless Headset Registration and Deregistration Time-Out



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

For security reasons, the registration process on both the SB35025 Deskset and the cordless accessory terminates after the time-out period of two minutes if registration is not successful. If the registration process times out on the Deskset, it displays **Registration Failed** and returns to the **Cordless Headset** menu.

If cordless headset registration fails, remove the headset from the charger and try the registration process again, beginning with Step 1, ["To register a cordless headset:" on page 86](#).



## 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), and then **3**. You then must enter the Admin password before you can view the **Admin Settings** menu.



For more information about these settings, see the *Syn248 Installation and Configuration Guide*, available from [smbtelephones.att.com](http://smbtelephones.att.com).





## Deskset Information

Use the **Deskset Information** screen, shown in Figure 26, 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.

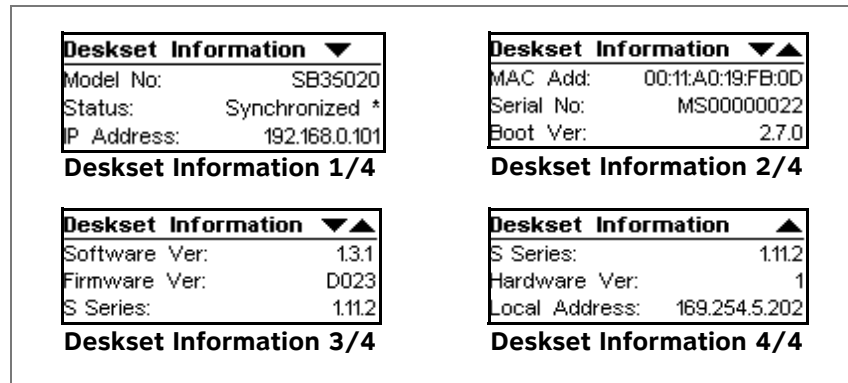





Figure 26. Deskset Information

### 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 the Operator extension, you can use the Deskset to select the Auto Attendant. The Auto Attendant can answer calls during periods when your office is closed or when calls go otherwise unanswered. The Auto Attendant has a voice greeting and an interactive menu to enable callers to reach the desired extension.

Three Auto Attendant menus are available: a default menu, a Day menu and a Night menu. The default menu instructs callers to "Enter the extension number or enter 0 for the operator." The system administrator can customize the Day menu and Night menu with your own company's greeting message and instructions to callers.

For more information, see ["About the Auto Attendant" on page 32.](#)



The system administrator enables the Auto Attendant by setting a phone line's Call Forward–No Answer destination as the Auto Attendant. When the Auto Attendant is enabled, extensions may ring for incoming calls on that line, but if the calls are not answered, they will be directed to the Auto Attendant.

### To manage the Auto-Attendant Settings:

1. Press **☰** (**MENU**), then **5** to display the **Auto-Attendant Settings**.
2. Press **◀** or **▶** to select the current menu: **Default Menu**, **Day Menu**, or **Night Menu**.



3. Press **Save** to save the setting.

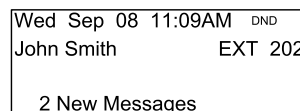
## Using Do Not Disturb (DND)

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

### To enable or disable Do Not Disturb:

1. Press **☰** (**MENU**), then **1**, and then **4**.

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



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 92](#). After you log in to the WebUI, you can configure the following features:


- [“Basic Settings” on page 94](#)
- [“Personal Directory” on page 95](#)
- [“Quick Dial” on page 97](#).

You can also view the Deskset Help from the WebUI. See [“Help” on page 98](#).



## Accessing the Web User Interface (WebUI)

### To access the WebUI:

1. Ensure that your computer is connected to the same network as the Syn248 system. In most cases, your computer will already be connected to the network through the PC port on the back of a Deskset.
2. On the Deskset, press  (MENU) and then **4** to display **Deskset Information**.
3. On the **Deskset Information** screen, find the IP Address.

Deskset Information ▼	
Model No:	SB35020
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:

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

Password:

**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.

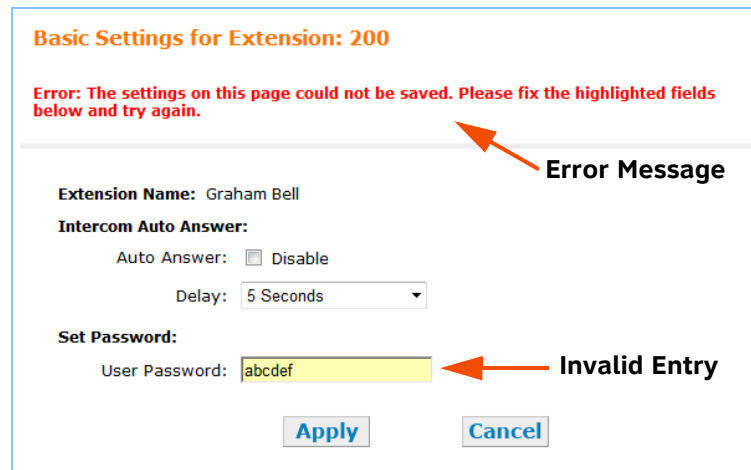
7. Under **Login Name**, log in as a user by typing your extension number.
8. Enter your password if you have created one (see ["Setting, Changing, or Resetting Your Password" on page 85](#)). Otherwise, leave the password blank.
9. Click .
  - You can create or change your user password once you are logged in.
  - The **Basic Settings** page shown in [Figure 28 on page 94](#) 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 27. You can view a more detailed error description by resting your mouse pointer on the highlighted field.



The screenshot shows a web interface titled "Basic Settings for Extension: 200". At the top, a red error message reads: "Error: The settings on this page could not be saved. Please fix the highlighted fields below and try again." Below this, the "Extension Name" is "Graham Bell". Under "Intercom Auto Answer", there is a checkbox for "Auto Answer" (unchecked) and a "Delay" dropdown menu set to "5 Seconds". Under "Set Password:", the "User Password" field contains "abcdef" and is highlighted in yellow. At the bottom are "Apply" and "Cancel" buttons. Two red arrows point to the error message and the highlighted password field, labeled "Error Message" and "Invalid Entry" respectively.

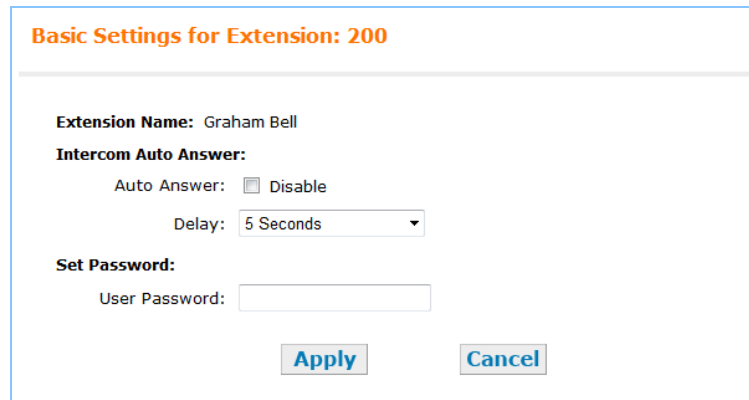
Figure 27. WebUI Error Indication



## Basic Settings

The remaining procedures in this chapter assume that you are already logged in to the WebUI. See [“Accessing the Web User Interface \(WebUI\)” on page 92](#).

After logging in, the **Basic Settings** page appears as shown in Figure 28. Your **Extension Name**, which the system administrator enters, is displayed on internal calls.



**Basic Settings for Extension: 200**

**Extension Name:** Graham Bell

**Intercom Auto Answer:**

Auto Answer:  Disable


Delay: 5 Seconds

**Set Password:**

User Password:

Figure 28. Extension Basic Settings

### To modify the Basic Settings:

1. If **Intercom Auto Answer** is enabled on your Deskset (see [“Intercom Auto Answer” on page 79](#)), you can:
    - a. Disable Intercom Auto Answer.
- 
-  **NOTE** If Intercom Auto Answer is disabled from the Deskset, this setting does not appear.
- b. Set the Intercom Auto Answer **Delay** from 0 to 45 seconds. Your Deskset automatically answers intercom calls after the delay time you select.
2. Under **User Password**, create or change your Deskset password. The password must consist of numbers only and can be up to six digits long. This password is also used for accessing messages and settings on the Deskset and on the WebUI.
  3. Click  to save your changes.



## Personal Directory

To allow easy dialing, you can create a **Personal Directory** that is only available from your extension. You can also view and edit Personal Directory entries using the Deskset. See "[Directory](#)" on page 46.

### To add an entry to the Personal 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:

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

<input type="checkbox"/>	ABC Accountants	1-503-555-0194	[Edit]
<input type="checkbox"/>	Angela Martin	1-732-555-7318	[Edit]
<input type="checkbox"/>	Davis Carterer	1-317-555-0129	[Edit]
<input type="checkbox"/>	Graham Bell	1-232-555-0176	[Edit]
<input type="checkbox"/>	Mary Williams	1-888-722-7702	[Edit]
<input type="checkbox"/>	Milford Taxi	1-604-555-0182	[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](#)

<input type="checkbox"/>	ABC Accountants	1-503-555-0194	<a href="#">[Edit]</a>
<input type="checkbox"/>	Angela Martin	1-732-555-7318	<a href="#">[Edit]</a>
<input type="checkbox"/>	Davis Carterer	1-317-555-0129	<a href="#">[Edit]</a>
<input type="checkbox"/>	Graham Bell	1-232-555-0176	<a href="#">[Edit]</a>
<input type="checkbox"/>	Mary Williams	1-888-722-7702	<a href="#">[Edit]</a>

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:

[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 in 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

If your system administrator has set up your Deskset with quick-dial keys, you can add or edit entries for those keys.

### To add or edit quick-dial Entries:

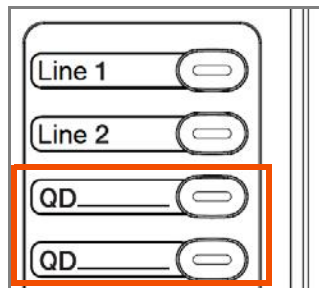
1. In the navigation menu at left, click **Feature Keys**. The **Programmable Feature Keys** page appears.

**Programmable Feature Keys for Extension: 201**

1	Line 1		
2	Line 2		
3	Quick Dial	Name Angela Mart	Number 209
4	Quick Dial	Name Davis Carter	Number 13175550129
5	Page		
6	Redial		
7	Directory		
8	Call Log		
9	Messages		
10	Intercom		

Apply Cancel

2. For the keys that the system administrator has set up for quick-dial, enter names and telephone numbers or extensions in the **Name** and **Number** columns.  
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.



## Help

### To access WebUI Help:

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

A PDF Help file opens.



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



CHAPTER  
12

# TROUBLESHOOTING

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

- ["Common Troubleshooting Procedures" on page 100](#)
- ["Display Messages" on page 101](#)
- ["Calls Generally" on page 103](#)
- ["Incoming Calls" on page 106](#)
- ["Outgoing Calls" on page 108](#)
- ["Voicemail" on page 109](#)
- ["Other Deskset Features" on page 111](#)
- ["WebUI" on page 112](#)
- ["PC/Deskset Interaction" on page 113](#)
- ["Cordless Headset \(SB35025 Only\)" on page 114.](#)



For customer service or product information, visit our web site at [smbtelephones.att.com](http://smbtelephones.att.com) or call **1 (888) 386-2006**. In Canada, dial **1 (888) 469-2005**.

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## Common Troubleshooting Procedures

Follow these procedures to resolve common issues.

### Resolving General Functional Issues

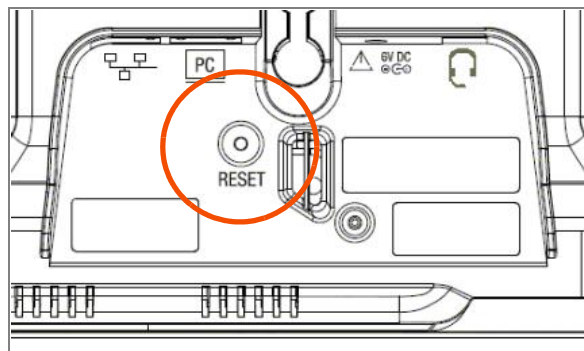
#### **To resolve a blank screen or device that does not work at all:**


- 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. Do one of the following:

- Use a pen or paper clip to press the **RESET** button on the back of the Deskset for less than five seconds
- Remove and restore AC power.



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

#### **To restore a Deskset to factory defaults:**

Use a pen or paper clip to 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.	<ul style="list-style-type: none"> <li>See <a href="#">"To resolve a blank screen or device that does not work at all:" on page 100.</a></li> <li>Reset the Deskset to factory defaults. Disconnect the network cable from the Deskset and press the <b>RESET</b> button for more than five seconds.</li> </ul>

### 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.	<ul style="list-style-type: none"> <li>Always disconnect the network cable from the Deskset before restoring factory defaults (by pressing the <b>RESET</b> button more than five seconds).</li> </ul>

### The screen displays Network Down.

Probable Cause	Corrective Action
The network cable is unplugged.	<ul style="list-style-type: none"> <li>Ensure that one end of the network cable is plugged into the port marked  on the device and that the other end is plugged into your office LAN.</li> <li>Confirm that the light next to the  port is green. If it is not, unplug the cable and plug it in again.</li> </ul>
There may be a problem with the office network.	<ul style="list-style-type: none"> <li>Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator.</li> </ul>

### The screen displays Synch Failed.

Probable Cause	Corrective Action
The device synch failed when trying to connect to the system.	<ul style="list-style-type: none"> <li>Reset the device. Use a pen or paper clip to press the <b>RESET</b> button for less than five seconds.</li> </ul>
The maximum number of that type of device has been reached.	<ul style="list-style-type: none"> <li>A device must be removed from the network and deleted from the system before another device can be added.</li> </ul>



Probable Cause	Corrective Action
The same Deskset extension number already exists.	<ul style="list-style-type: none"> <li>Disconnect the network cable and reset the Deskset to factory defaults. Use a pen or paper clip to press the <b>RESET</b> button for more than five seconds. Reconnect the Deskset.</li> </ul>
The device software version is different than the rest of the system.	<ul style="list-style-type: none"> <li>Ask your system administrator to update all devices to the current software version.</li> </ul>

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

Probable Cause	Corrective Action
Not enough time has elapsed.	<ul style="list-style-type: none"> <li>The device may display <b>Synchronizing...</b> for a few seconds. This is normal and does not indicate a problem.</li> </ul>


#### 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.	<ul style="list-style-type: none"> <li>Ask your system administrator to update your Deskset to the current software version.</li> </ul>




## 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.	<ul style="list-style-type: none"> <li>Your system administrator should avoid updating software or restoring Deskset settings when you are likely to be using the phone.</li> </ul>
The network is down.	<ul style="list-style-type: none"> <li>Ensure that the network cable is securely plugged into the network port beneath your Deskset labeled  and that the other end is plugged into your office LAN.</li> </ul>
The Deskset extension was changed during the call.	<ul style="list-style-type: none"> <li>Contact your system administrator. If changes were made to your extension while you were on a call, that call is dropped.</li> </ul>
Maximum Call Duration was exceeded.	<ul style="list-style-type: none"> <li>None. Outside calls that are forwarded or transferred to an outside phone number use two outside lines for the duration of the call. To avoid tying up two lines, the duration of such calls is limited by a timer that your system administrator sets.</li> </ul>

### Deskset cannot make or receive phone calls.

Probable Cause	Corrective Action
Your Deskset is not synchronized.	<ul style="list-style-type: none"> <li>Press  (MENU) → 4 to verify that the <b>Deskset Status is Synchronized</b>. See <a href="#">“Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing...” on page 102</a>.</li> </ul>
Your Deskset is not connected to the LAN.	<ul style="list-style-type: none"> <li>Ensure that the network cable is securely plugged into the network port beneath your Deskset and that the other end is plugged into your office LAN.</li> </ul>

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

Probable Cause	Corrective Action
The automatic Gateway line calibration did not run properly.	<ul style="list-style-type: none"> <li>See your system administrator. There may be non-system equipment connected in parallel to the telephone line.</li> </ul>



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

Probable Cause	Corrective Action
You may be experiencing network problems.	<ul style="list-style-type: none"> <li>■ Your LAN administrator should ensure the following minimum guidelines are met: <ul style="list-style-type: none"> <li>● A switched network topology is recommended (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s).</li> <li>● The office network infrastructure should use Cat.-5 wiring.</li> </ul> </li> <li>■ Do not connect a network server PC to the PC port on the Deskset.</li> <li>■ Make sure the network cable is solidly plugged in. If you tug on the cable, the plug should remain inserted.</li> </ul>

**A call is forwarded or transferred to an outside 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 outside phone number use two outside lines for the duration of the call. To avoid tying up two lines, these calls are on a timer.	<ul style="list-style-type: none"> <li>■ Ask your system administrator to reset the <b>Timer for Forwarded and Transferred Outside Calls</b>.</li> </ul>

**You are unable to transfer a call to an extension.**

Probable Cause	Corrective Action
The extension is unavailable.	<ul style="list-style-type: none"> <li>■ Check if the destination extension is disconnected from the network.</li> <li>■ Ensure that the extension exists.</li> <li>■ All the destination extension's lines may be busy.</li> <li>■ If the party you have on hold hangs up, call back and start the transfer process again.</li> </ul>





**You are unable to transfer a call to an outside phone number.**

Probable Cause	Corrective Action
Transferring to an outside phone number has been disabled for your extension, or no lines are available.	<ul style="list-style-type: none"><li>■ Check that your system administrator has enabled transferring to an outside phone number.</li><li>■ All phone lines may be in use. If so, try again later.</li></ul>

**Unanswered intercom calls are not automatically forwarded to an outside phone number.**

Probable Cause	Corrective Action
Forwarding to an outside phone number has been disabled or the Intercom Call Forward–No Answer settings are incorrect.	<ul style="list-style-type: none"><li>■ Ensure that a valid outside number is shown in the Intercom CFNA <b>to Phone #</b> field (this setting is part of the Deskset Admin Settings).</li><li>■ Check that forwarding to an outside phone number has been enabled. Your system administrator must enable <b>Fwd/Trans to line</b> in the Deskset Admin Settings.</li></ul>



## Incoming Calls

### 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.	<ul style="list-style-type: none"> <li>Verify that Do Not Disturb is off. Make sure that <b>DND</b> is not in the top right corner of the Deskset display. Press <b>☰ (MENU)</b> → <b>1</b> → <b>4</b> to turn Do Not Disturb off.</li> <li>Incoming calls on the line are being forwarded to a CFNA destination and the <b>Seconds before Forwarding</b> setting is 0 Seconds.</li> </ul>

### Deskset does not ring.

Probable Cause	Corrective Action
Your system administrator has set your Deskset to ignore 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.	<ul style="list-style-type: none"> <li>None. Your Deskset will not ring for incoming calls on those lines, but it will display an incoming call screen. If you see the incoming call screen, you can answer the call by pressing <b>Answer</b> or the flashing Line key.</li> </ul>
The ringer volume is too low.	<ul style="list-style-type: none"> <li>Press the <b>+</b> key to increase ringer volume.</li> </ul>

### Outside callers cannot find your extension in the Auto Attendant Directory.

Probable Cause	Corrective Action
You have not recorded a Personal Name.	<ul style="list-style-type: none"> <li>Record a name at the Deskset. To record a Personal Name, see <a href="#">"Name Recording" on page 78</a>.</li> </ul>
Your system administrator has not entered your first and last name into the Extension list.	<ul style="list-style-type: none"> <li>Consult your system administrator.</li> </ul>
The outside caller may not be waiting long enough for the search.	<ul style="list-style-type: none"> <li>Tell callers that after spelling the name, they can press the pound (#) sign to start the search.</li> </ul>



**Deskset does not Auto Answer intercom calls.****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.



## Outgoing Calls

### No dial tone.

Probable Cause	Corrective Action
Handset cord is plugged into the wrong jack.	<ul style="list-style-type: none"> <li>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.</li> </ul>

### When you dial an outside number, you reach an extension instead.

Probable Cause	Corrective Action
You predialed a phone number with an area code that matches an extension number, then you pressed the Intercom key.	<ul style="list-style-type: none"> <li>After predialing an outside phone number, press an available Line key to dial the number.</li> </ul>

### You cannot make calls to an outside number.

Probable Cause	Corrective Action
All outside lines may be in use.	<ul style="list-style-type: none"> <li>If you see <b>Line(s) unavailable</b> on the Deskset screen, try again later.</li> </ul>

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

Probable Cause	Corrective Action
This system does not support DDN.	<ul style="list-style-type: none"> <li>DDNs in the Call Log are treated like all other caller ID phone numbers.</li> </ul>



## Voicemail

### Voicemail is not received at the extension you called.

Probable Cause	Corrective Action
The extension's voicemail is full.	<ul style="list-style-type: none"> <li>Delete messages.</li> </ul>
Extension is unplugged.	<ul style="list-style-type: none"> <li>Plug in the extension.</li> </ul>

### Your Deskset does not receive voicemail.

Probable Cause	Corrective Action
Calls are not being directed to voicemail.	<ul style="list-style-type: none"> <li>Ask the system administrator to check the Phone Line Call Forward–No Answer settings or the Intercom Call Forward–No Answer settings.</li> </ul>
Voicemail memory is full.	<ul style="list-style-type: none"> <li>Delete messages.</li> </ul>

### Incomplete messages.

Probable Cause	Corrective Action
Recording interrupted by time-out or full memory.	<ul style="list-style-type: none"> <li>If a caller leaves a very long message, part of it may be lost when the Deskset disconnects the call after two minutes.</li> <li>If an outside caller pauses for longer than six seconds, the Deskset stops recording and disconnects the call.</li> <li>If the Deskset's memory becomes full during a message, the Deskset stops recording and disconnects the call.</li> <li>If the caller's voice is very soft, the Deskset may stop recording and disconnect the call.</li> </ul>



**The system does not respond to remote voicemail commands.**

Probable Cause	Corrective Action
<p>The system cannot detect Dual-Tone Multi-Frequency (DTMF) tones, which are the signals sent when the caller presses dial-pad keys.</p>	<ul style="list-style-type: none"><li>■ Confirm you have entered star, star (**) before entering your remote access code (user password). If you have no password, press star, star (**), then pound (#).</li><li>■ 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.</li><li>■ 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.</li><li>■ There may be interference on the phone line you are using. Press the dial-pad keys firmly.</li></ul>

---



## 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.	<ul style="list-style-type: none"><li>■ 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 <b>☰ (MENU)</b> → <b>4</b> at a Deskset to find the IP address.</li><li>■ Consult your system administrator. 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.</li></ul>


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

Probable Cause	Corrective Action
The system administrator must configure one or more programmable feature keys as quick-dial keys before they can be used.	<ul style="list-style-type: none"><li>■ Ask your system administrator to configure one or more quick-dial keys for your Deskset.</li></ul>



## WebUI

### Unable to access the WebUI Log-in 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.	<ul style="list-style-type: none"> <li>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 <b>☰ (MENU)</b> → <b>4</b> to see the <b>IP address</b> displayed in the third line of the information.</li> <li>Ensure that there is a network cable attached to the  port on the Deskset and to the LAN. If a PC at the same workstation is sharing the LAN connection, attach a network cable to your computer's Ethernet port and to the PC port on the back of the Deskset.</li> <li>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.</li> </ul>

### Changes made in the WebUI are not saved.


Probable Cause	Corrective Action
<input type="button" value="Apply"/> must be clicked on each page to confirm the changes.	<ul style="list-style-type: none"> <li>Click <input type="button" value="Apply"/> on each page to confirm the changes.</li> </ul>





## 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 network cables are not installed correctly.	<ul style="list-style-type: none"> <li>Check that the network cable from the computer is plugged into the Deskset port labeled <b>PC</b>. A second network cable should be plugged into the port on the Deskset marked  with the other end plugged into your LAN.</li> </ul>

**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.	<ul style="list-style-type: none"> <li>Use separate network connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth.</li> </ul>

**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.	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>Use separate network connections for the Deskset and the computer.</li> </ul>




## Cordless Headset (SB35025 Only)

### The headset is not responding.

Probable Cause	Corrective Action
The headset has lost connection to the Deskset.	<ol style="list-style-type: none"> <li>1. Disconnect the cordless headset battery.</li> <li>2. Wait three minutes.</li> <li>3. Install the battery again and place the cordless headset into the charger.</li> <li>4. Wait for the <b>ON/OFF</b> 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.</li> </ol>
The headset is not registered.	<ol style="list-style-type: none"> <li>1. Remove and replace the headset from its charger base.</li> <li>2. Register the headset at the Deskset. See <a href="#">"Registering an Optional Cordless Headset (SB35025 Only)" on page 86.</a></li> </ol>

### The headset does not work at all.

Probable Cause	Corrective Action
The headset is not getting power from its battery.	<ul style="list-style-type: none"> <li>■ Verify that the battery is installed and charged correctly.</li> <li>■ 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.</li> <li>■ 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 <b>ON/OFF</b> 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 <b>ON/OFF</b> on the headset or  (<b>HEADSET</b>) on the Deskset to turn on the headset.</li> <li>■ Replace the headset battery.</li> </ul>




**The headset registration is not working.**

Probable Cause	Corrective Action
The headset and the Deskset are not communicating with each other.	<ul style="list-style-type: none"> <li>Confirm that you have placed the headset in the charger before you press <b>Register</b> on the Deskset.</li> <li>If registration does not start, try lifting the headset out of the charger for a few seconds before placing it back.</li> </ul>


**Poor audio quality. Speech is cutting out.**

Probable Cause	Corrective Action
The headset is almost out of range or is experiencing interference.	<ul style="list-style-type: none"> <li>You may be close to being out of range. Try moving closer to the Deskset.</li> <li>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.</li> <li>If the problem persists, check audio quality on the Deskset and/or contact your system administrator.</li> </ul>

** (HEADSET) key on Deskset does not work.**

Probable Cause	Corrective Action
Headset is in the charger or powered down.	<ul style="list-style-type: none"> <li>Confirm that the headset is out of its charger before you press  (HEADSET).</li> <li>Confirm that the headset has sufficient power. If the headset does not respond, the battery may have no charge. Charge the battery, following the instructions in the headset user's manual.</li> </ul>

** (MUTE) key on the Deskset does not mute the headset.**

Probable Cause	Corrective Action
<b>MUTE</b> keys on Deskset and headset operate separately.	<ul style="list-style-type: none"> <li>None. Only the <b>MUTE</b> key on the headset mutes calls. The  (MUTE) key on the Deskset does not work with the headset.</li> </ul>



**No dial tone.**

Probable Cause	Corrective Action
Headset cannot communicate with Deskset.	<ul style="list-style-type: none"><li>■ Verify that the Deskset can make external calls. For more information, see <a href="#">"Outgoing Calls" on page 108</a></li><li>■ You may be out of range of the Deskset; move closer.</li><li>■ At the Deskset, confirm that your headset is registered to the Deskset. See <a href="#">"Registering an Optional Cordless Headset (SB35025 Only)" on page 86</a>.</li></ul>

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**Batteries do not hold a charge.**

Probable Cause	Corrective Action
Bad battery or bad battery connection.	<ul style="list-style-type: none"><li>■ Make sure that the headset battery is installed correctly.</li><li>■ Charge the battery, following the instructions in the headset user's manual. For optimum daily performance, return the cordless headset to the charger when not in use.</li><li>■ You may need a new battery.</li><li>■ Your headset might be malfunctioning. Contact the headset manufacturer.</li></ul>

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**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.	<ul style="list-style-type: none"> <li>■ If nearby people have headsets, they may have accidentally registered your headset to one of their Desksets.               <ol style="list-style-type: none"> <li>a. Verify that a headset is registered to your Deskset. See <a href="#">"Registering an Optional Cordless Headset (SB35025 Only)" on page 86</a>.</li> <li>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. See <a href="#">"Deregistering a Cordless Headset" on page 87</a>.</li> <li>c. Start the registration process again, but with one user at a time registering a headset. See <a href="#">"Registering an Optional Cordless Headset (SB35025 Only)" on page 86</a>.</li> </ol> </li> </ul>

**A buzzing sound on my cordless headset.**

Probable Cause	Corrective Action
Noise interference.	<ul style="list-style-type: none"> <li>■ Move the headset at least 12 inches away from the Deskset.</li> <li>■ 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.</li> </ul>

**Unable to deregister cordless headset.**

Probable Cause	Corrective Action
The Deskset is unavailable (powered off, out of range, or removed from the system).	<ul style="list-style-type: none"> <li>■ Deregister the headset at the headset. On a TL7600 model headset, press: <b>VOL+</b> → <b>MUTE</b> → <b>VOL-</b> → <b>MUTE</b> → <b>VOL+</b> → <b>VOL-</b> → <b>MUTE</b>. On a TL7800 model headset, press: <b>VOL+</b> →  → <b>VOL-</b> →  → <b>VOL+</b> → <b>VOL-</b> → .</li> </ul>
You cannot identify or locate the Deskset that the headset is registered to.	<ul style="list-style-type: none"> <li>■ 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 <b>ON/OFF</b> and you hear three beeps and no dial tone.</li> </ul>



# APPENDIXES

## Appendix A: Soft Keys

The Syn248 SB35020/SB35025 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 20 provides an alphabetical list of the labels that appear above the Deskset soft keys.

**Table 20. Deskset Soft Key Functions**

Function	Description	Function	Description
<b>."</b>	Enters a dot in IP address.	<b>Drop</b>	Drops the on-screen party from a conference call.
<b>Activate</b>	Sets an option as the current Active option.	<b>Edit</b>	Edit the current entry.
<b>Answer</b>	Answers an incoming call.	<b>EndConf</b>	Ends a conference call and hangs up all parties.
<b>Backspc</b>	Backspace the cursor when entering data.	<b>EndPage</b>	Ends paging.
<b>Call</b>	Dials the on-screen entry.	<b>ExtList</b>	Opens the Extension List.
<b>Callback</b>	Allows dialing options before calling a number.	<b>FirstNme</b>	Switches between first and last name sort in the Directory and Extension lists.
<b>Clear</b>	Clears the current entry.	<b>LastNme</b>	Switches between first and last name sort in the Directory and Extension lists.
<b>ClrNew</b>	Clears <b>NEW</b> indication from a message.	<b>Flash</b>	Initiates a hook flash.
<b>Conf</b>	Initiates a conference call.	<b>Ignore</b>	Silences ringer during incoming call.
<b>DelAll</b>	Deletes all records.	<b>Join</b>	Adds the on-screen party to a conference call.
<b>Delete</b>	Deletes a record.	<b>MrkNew</b>	Marks the current message as <b>NEW</b> .
<b>DelMsg</b>	Deletes a message.	<b>New</b>	Creates a new Directory entry.
<b>DeReg</b>	Deregisters cordless headset.	<b>No</b>	Cancels proposed action.
<b>Details</b>	Shows any additional information.	<b>Page</b>	Initiates a system page.
		<b>Pause</b>	Inserts a two-second pause in a digit string.



**Table 20. Deskset Soft Key Functions (Continued)**

Function	Description	Function	Description
<b>Personal</b>	Transfers a call to personal voicemail	<b>Send</b>	Sends a message.
<b>Play</b>	Plays a message or recording.	<b>Stop</b>	Stop recording.
<b>PlayAll</b>	Plays all messages.	<b>Store</b>	Stores the name and number into the Directory.
<b>PlayMsg</b>	Plays a message from the Call Log.	<b>Transfer</b>	Initiates transfer of a call.
<b>PlayRec</b>	Plays a recording.	<b>Vmail</b>	Initiates transfer of a call to voicemail.
<b>Record</b>	Starts recording.	<b>VMList</b>	Displays a list of extensions to which you can transfer a call directly to voicemail.
<b>Register</b>	Registers cordless headset.	<b>Yes</b>	Confirms proposed action.
<b>Save</b>	Saves a setting.		



## Appendix B: Technical Specifications

Table 21 lists the technical specifications for the SB35020/SB35025 Deskset.

**Table 21. 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	SB35025 Deskset, Cordless Headset: 1921.536–1928.448 MHz
RJ-45 Ethernet Network Jack	(10Base-T/100Base-Tx) with auto MDI/MDIX switching
Deskset Headset	SB35025 Deskset: DECT Cordless Headset and corded headset supported SB35020 Deskset: corded headset supported





## Appendix C: Maintenance



*Your system contains sophisticated electronic parts, so it must be treated with care.*

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### **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 apply to the Syn248 telephone system.

**active call:** An established telephone call that is not on hold.

**analog phone:** A non-Syn248 telephone that plugs directly into a normal telephone wall plug or into the Syn248 SB35010 Analog Gateway BYPASS port.

**Auto Answer:** You can set the Deskset to automatically answer intercom calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you.

**Auto Attendant:** A system that automatically answers incoming calls and provides instructions to callers.

**BYPASS port:** An RJ-11 jack on the Gateway that allows for communication during power outages. Plug an analog telephone into this jack.

**Call Forward–No Answer:** Automatically forward unanswered calls to the Auto Attendant, voicemail, an extension, or outside phone number. The system administrator can configure a Call Forward–No Answer setting for each line connected to the Gateway, and an Intercom Call Forward–No Answer setting for your Deskset.

**Cat.-5 wiring:** A twisted pair data cable commonly used in offices for computer communication.

**CO (Central Office):** An office to which subscriber home and business lines are connected. The central office has switching equipment that can switch calls locally or to long-distance carrier phone offices.

**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.

**dial pad:** The **0** through **9**, **\***, and **#** keys on the Deskset.

**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.

**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".



**Ethernet:** A type of computer networking technology that connects devices via Local Area Networks (LANs).

**Extension list:** A list of names and extension numbers for the Syn248 system telephones.

**extension number:** The three-digit number representing each individual Deskset.


**factory default:** The original product settings.

**flash memory:** Reprogrammable system storage used for storing software upgrades.

**FXO (Foreign Exchange Office):** The Gateway telephone signaling interface between the telephone lines and the LAN.

**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.

**hard key:** Any physical key on the Deskset or Gateway. Examples include  (MENU) and **1** on the Deskset; and **SELECT** and **CANCEL** on the SB35010 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.

**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.

**intercom call, internal call:** A phone call made from a Syn248 system extension to another extension.

**interference:** Electrical signals close by that cause degraded audio performance for cordless devices.

**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.

**mute:** Stops sending your voice to the other party during a phone call.

**NTP (Network Time Protocol):** An Internet standard protocol that assures time synchronization in a computer network.



**off hook:** Indicates that you are on a phone call, have lifted the corded handset, or have pressed the  (**SPEAKER**) or  (**HEADSET**) keys 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.

**on hook:** Indicates that no Deskset 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).

**outside call:** A phone call between a phone not a part of your Syn248 system and an extension within your Syn248 system.

**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.

**Personal Directory:** A private list of names and phone numbers available to only a single extension.

**POTS (Plain Old Telephone Service):** Basic telephone operation. The ability to make and receive phone calls.

**predial:** Entering digits before going off hook to make a call.

**PSTN (Public Switched Telephone Network):** The world's telephone network.

**Quick Dial:** Provides one-touch dialing for frequently called phone numbers.

**reboot:** Restart a device.

**Redial:** Accesses the log of outgoing calls.

**soft key:** The 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.

**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).

**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.

