



## User's Guide

### Synapse SB67040 Remote Handset





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# PREFACE

## Introduction

This User's Guide provides a complete set of instructions to guide you through operation of your SB67030 Deskset. Operating these devices does not require the technical expertise of a traditional system administrator or IT professional. However, we recommend that you make one person responsible for controlling the system-wide features described in this guide.

Before using this AT&T product, please read "Important Safety Instructions" on page 237 of this manual. Please thoroughly read this user's manual for all the feature operations and troubleshooting information necessary to install and operate your new AT&T product.



Note For customer service or product information, visit our website at [www.telephones.att.com](http://www.telephones.att.com) or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

1. *"Navigation" on page 12*
2. *"In This Manual" on page 13*
3. *"Procedures" on page 14*



# Navigation

Your SB67030 Deskset User Guide provides the ability to move from topic to topic easily, and to return to your original or previous topic. Figure 1 illustrates the navigation conventions for this user guide.

The screenshot shows a user guide page for 'CHAPTER 1 INSTALLATION'. At the top, there is a navigation bar with tabs for 'Install', 'Overview', 'Setup', 'Voice Mail', 'Directory', 'Call Log', 'Make Call', 'Call Manage', 'Answer Call', 'Handset', 'Trouble', and 'Glossary'. The main content area includes an image of a deskset phone, a section titled 'Introduction', and a list of six installation steps. A 'NOTE' box provides customer service information. At the bottom, there is a footer with the page title 'SB67030 Deskset User's Guide - Installation' and page number '12'. Navigation icons are located at the bottom of the page: a left-pointing arrow, a double left-pointing arrow, a double right-pointing arrow, and a document icon.

**Chapter Tabs**  
Click on these tabs to open the chapter covered by that topic.

**Primary Topic**  
Click on this link to move to the first page covering that topic.

**Previous Page**

**Next Page**

**First Page in Chapter**

**Previous Topic**

Figure. 1 User Guide Navigation





## In This Manual

Table 1 lists text formats used in this manual to assist you in identifying items referenced within procedures.

**Table 1 Description of Text Formats**







Text Format	Description
<b>Screen</b>	This identifies text that appears on the screen in a menu or prompt.
<b>FUNCTION KEY</b> 	This identifies a Function key. See "The Idle Screen" on page 42 for a complete description of the Function keys.
	This identifies a Programmed key. See "Programmed Operations Keys" on page 30 for a complete description of the Function keys.
Figure 1, Table 1, or "Navigation" on page 12	This identifies a reference to a figure, procedure, table, or section within this manual.
<i>"Introduction"</i>	This identifies a hyperlink to a primary topic.
	Note Notes are added to give more information, usually in a procedure.
	<i>CAUTION</i> A caution means that damage to equipment is possible.
	<i>Tip</i> A tip provides information that can assist you in performing a procedure.



Table 1 Description of Text Formats

Text Format	Description	
	<p><i>WARNING A warning means that injury or death is possible if the instructions are not obeyed.</i></p>	<p>A warning means that injury or death is possible if the instructions are not obeyed.</p>

## Procedures

The procedures in this manual are contained on a single page, unless otherwise noted. Each page contains the topic heading and a procedure table as shown in Figure 2. The screen images appear in clockwise order as indicated by the numbers in Figure 2.

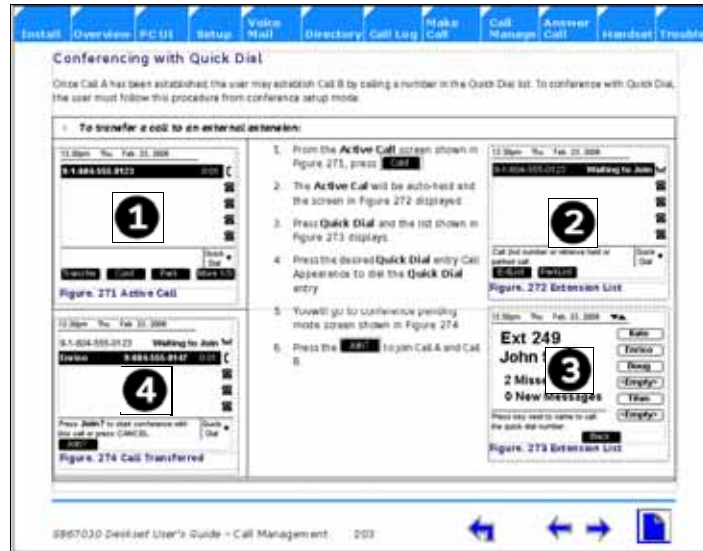


Figure. 2 Sample Procedure

## Additional Documentation

This CD contains a complete documentation set for the SB67030 Deskset, SB67040 Remote Handset (Optional), 67020 Gateway, and the 7610 Cordless Headset (Optional). The documentation set includes;

- n [\*67020 Gateway System Administrators Guide\*](#)
- n [\*7610 Cordless Headset User's Guide\*](#)
- n [\*SB67040 Remote Handset User's Guide\*](#)



CHAPTER  
1  
DESCRIPTION



1



2

## Introduction

This section provides a description of the functions and features of the SB67040 Remote Handset. The SB67040 Remote Handset provides a user interface for the AT&T Business Telephone System. The complete telecommunications system includes:

- 1 System Gateway - The System Gateway provides control for system components and access to external communications networks. Use the Gateway to add and remove users. (See The System Gateway Administrators Guide).
- 2 Deskset - The Deskset provides up to 50 desk set user interface for the system..
- 3 Remote Handset (Optional)- The remote handset duplicates many of the Deskset features and provides a high degree of mobility.
- 4 Headset (Optional) - The headset replaces the deskset local handset to provide hands-free operation.



3



4



## SB67040 Remote Handset Components

Your SB67040 Remote Handset consists of the components pictured in Figure 1



Charger for cordless handset



Battery



Power Cable



Battery Cover



Belt Clip



Handset

Figure. 1 SB67040 Remote Handset Components



## Handset Description

Figure 2 and Figure 3 illustrate and describe the function keys for the SB67040 Remote Handset

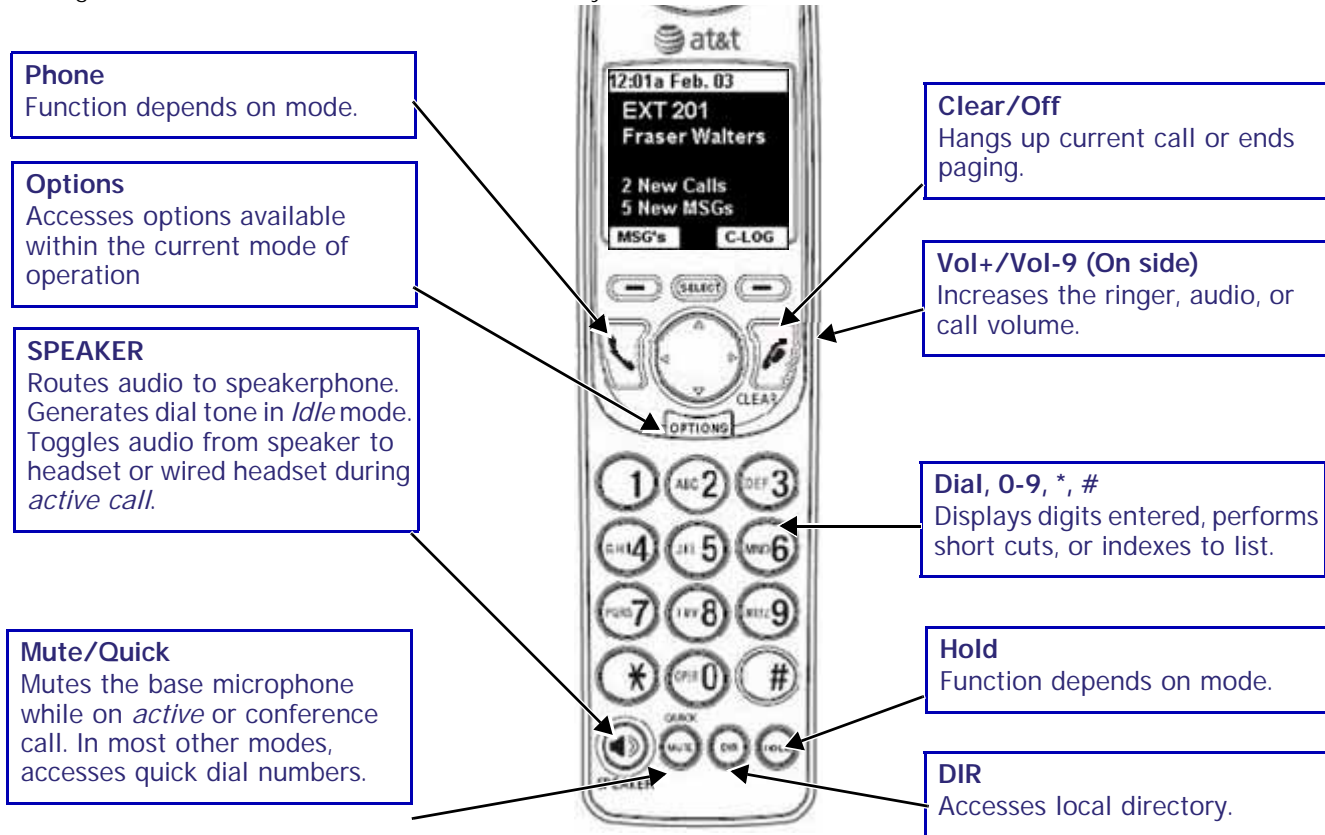


Figure. 2 SB67040 Remote Handset Key Functions

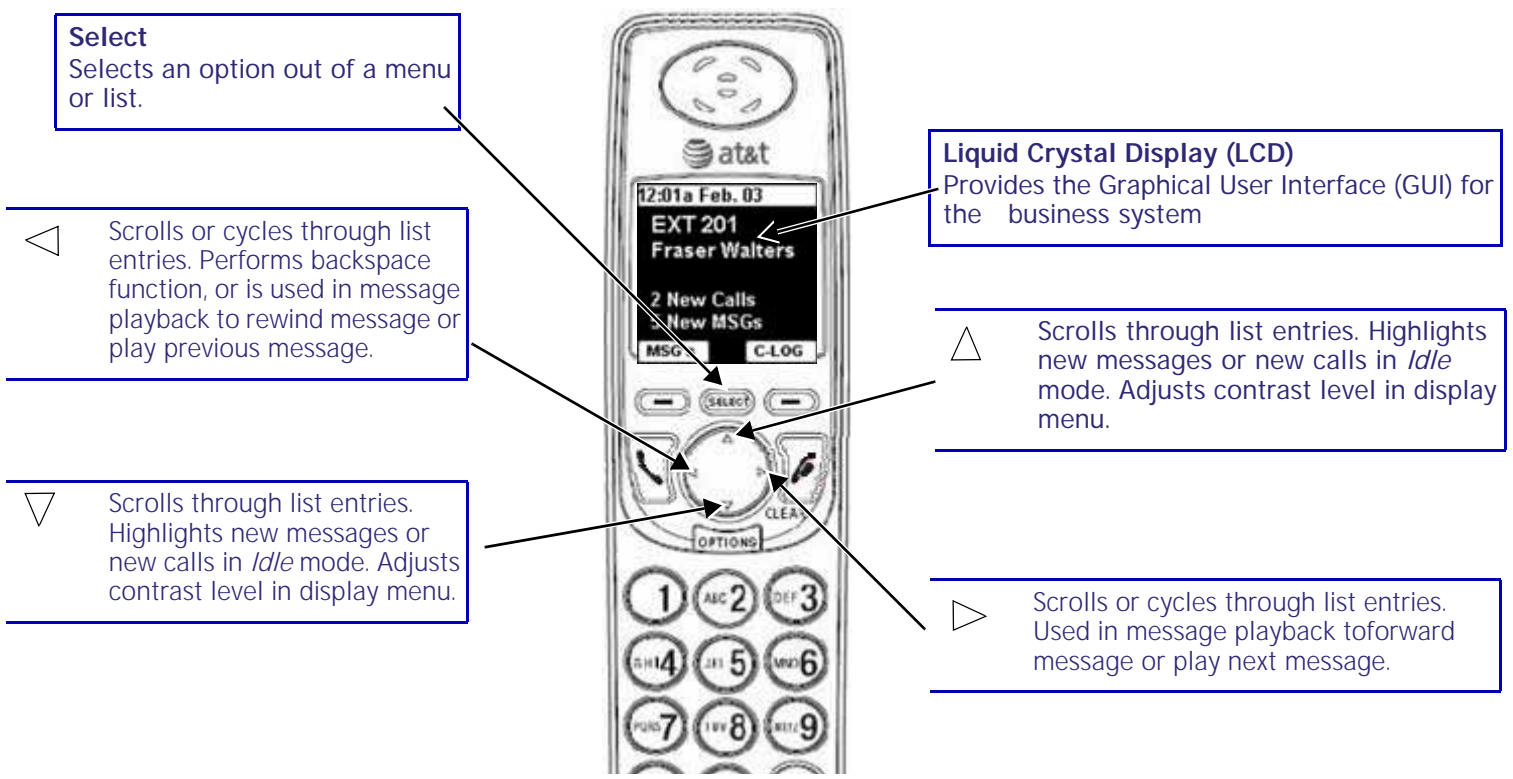


Figure. 3 SB67040 Remote Handset Key Functions

## SB67040 Remote Handset Screens

All SB67040 Remote Handset operation begins from the *Idle* screen shown in Figure 4. This screen displays when the Desk Set is first turned on or at the end of any operation such as completion of a call, or when the extension does not have any Active or Held Calls.

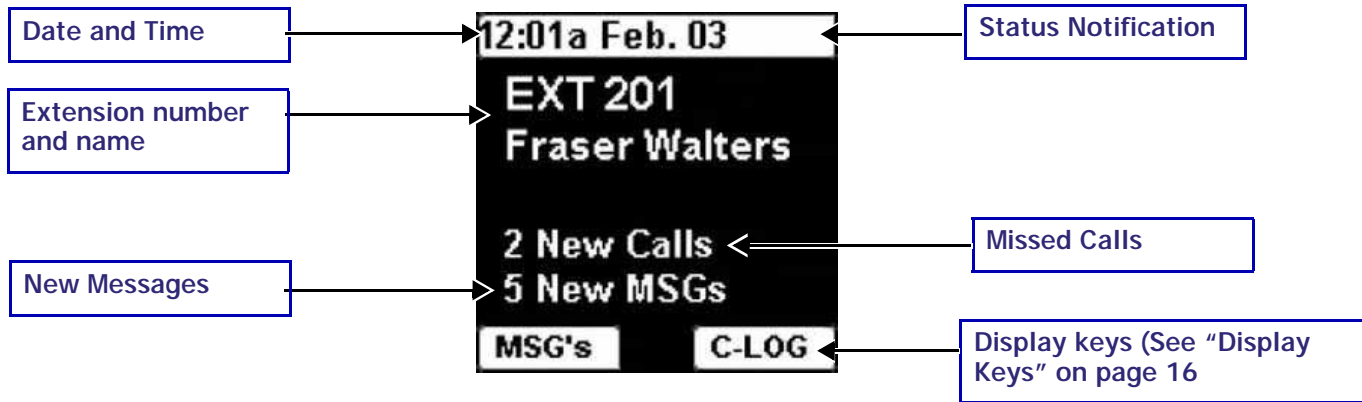


Figure. 4 SB67040 Remote Handset Idle Screen



## LCD Screen Types

The SB67040 Remote Handset provides several types of screens to assist you as shown in Table 1.

**Table 1 SB67040 Remote Handset Screen Types**




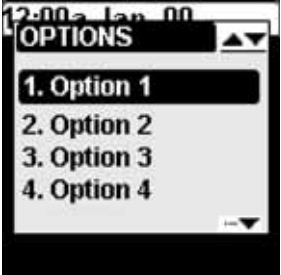

 <p data-bbox="118 454 350 534">Multiple Incoming Rings</p> <p data-bbox="888 325 1131 379">Incoming Ring</p> <p data-bbox="447 602 812 634">Incoming Call Splash Screen</p>	<p>The highlighted entry in the Incoming Call splash screen displays name (if available) and number. The other entries display name only. The up and down arrows to the right of the header indicate that the up or down navigation key can be pressed to cycle through incoming calls.</p>
 <p data-bbox="177 964 326 997">List Screen</p>	<p>The highlighted entry on list screens display a name and number. The other entries may display name and time called. The up and down arrows on either side of the entry count allow you to cycle through entries. The left and right arrows on either side of the name indicate that the left or right navigation key can be pressed to cycle through dialing options.</p>
 <p data-bbox="871 964 1142 997">Confirmation Screen</p>	<p>Confirmation screens require that that you confirm a choice by pressing a <b>YES</b> or <b>NO</b> soft key.</p>

Table 1 SB67040 Remote Handset Screen Types (cont'd)

 <p>Interaction Screen</p>	<p>Interaction screens display menu option lists in which you can cycle through options and make a selection.</p>	 <p>Notification Screen</p>	<p>Notification screens alert you that an action has been completed, provides a status update, or gives a warning.</p>
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## Display Keys

The SB67040 Remote Handset display keys provide programmed functions based on your current activity. For example, different display keys are available if you are making a call, using the directory, or answering a call. Table 2 provides a list and description of all of the Display keys available to you.

**Table 2 SB67040 Remote Handset Display keys**









Key	Description	Key	Description
MSG's	Accesses message playback.	PAUSE	Pauses message (once message playback has started) in message playback mode. In <i>Pre-dial</i> mode, Inserts a two second pause into the digit string.
C-LOG	Accesses call log.	ANSWER	Answers incoming call in <i>Idle</i> mode. During an <i>active call</i> , auto holds current call and answers incoming call.
HELP	Accesses context-sensitive help on the display screen.	FWD-VM	Silences ringer and forwards incoming call to voicemail. Returns user to previous mode.
EXIT	Exits from current mode and returns user to previous state.	XFER	During an <i>active call</i> , holds call, reserves line for transfer and generates dial tone. During a held call, reserves line for transfer and generates dial tone. In transfer confirmation mode, is used to transfer call to destination.
PAGE	Pages other extensions in Synapse network	CONF	During an <i>active call</i> , holds call, reserves line for transfer and generates dial tone. In conference confirmation mode, initiates three-way conference.
SORT	Accesses sort options menu.	UNHOLD	Takes a call off hold and returns user to <i>active call</i> .
EXT_#s	Accesses extension list.	PLAY	Plays message (if auto-play is off) during message playback.
CANCEL	Terminates current operation.	DROP	Drops a selected call during a three-way conference.









## Screen Icons

The SB67040 Remote Handset screen icons provide a shorthand indication of handset activity. Table 3 lists and describes the screen icons available to you.

**Table 3 SB67040 Remote Handset Screen Icons**

Icon	Function	Description
	Navigate up or down list	Present whenever the up or down navigation key can be used to move the highlight bar to the next or previous entry in a list.
	Page down	Present when text or a list continues onto a new page below the current page.
	Page up	Present when text or a list is available to view in the previous page.
	Incoming ring, or CS ringer on	Appears during an incoming ring event, or during volume control.
	Silenced incoming ring, or CS ringer silenced (muted)	Appears during an incoming ring event, or during volume control.
	Active call (off-hook)	Present during an active call.
	Conference	Present during a three-way conference.
	Call on hold	Appears when a call is placed on hold. In sync with soft key LED.

**Table 3 SB67040 Remote Handset Screen Icons (cont'd)**

Icon	Function	Description
	Conference on hold	Appears when a conference call is placed on hold.
	Speaker, or page	Appears when user switches to speakerphone, or when paging. In sync with hard key LED.
	Headset in use	Appears when a headset is inserted.
	New voicemail message	Appears in the call log to indicate when a caller has left a new voicemail message.
	Message playback navigation	Present during message playback to indicate that the up or down navigation keys can be pressed.
	Deskset in use	Appears when the Deskset has assumed control of operations.

## Using the Speakerphone

The speakerphone can be toggled on or off in all modes. When the speakerphone is *active*, the **SPEAKER** hard key is backlit. In *Idle* or *dial* mode, this hard key behaves similarly to **PHONE**, except that audio is routed to the speakerphone. Plugging in the headset will reroute audio from the speakerphone to the headset.

► **To use the speakerphone on an active call:**



Figure. 5 Speakerphone

1. Press **SPEAKER** with the idle screen displayed, and observe that the key becomes backlit and the screen shown in Figure 5 displays.
2. Press **SPEAKER** with the screen shown in Figure 5 displayed and the key backlight goes out and the Idle screen displays.
3. During an *active call*, pressing **SPEAKER** toggles audio from the handset to the speakerphone. If the headset is plugged in, pressing **SPEAKER** will toggle audio from the headset to the speakerphone.



Figure. 1 Deskset In Use

## Deskset In Use

Initiating a call or pressing a Function key on the deskset transfers control from the handset to the deskset. When you switch control from the handset to the deskset, the "deskset in use" notification screen shown in Figure 1 displays on the handset. Press SWITCH to return control to the handset.

## SB67040 Remote Handset/ *The* SB67030 Deskset Comparison

Table 4 highlights key capability differences between the cordless handset and the desktop

**Table 4 Handset/Deskset Capabilities**

Feature	Handset	Deskset
Pick up held call		X
View other Held calls	Scrollable in a Call Deck	Available in CA appearance view
View simultaneous incoming calls	Scrollable in a pick list	Available in CA appearance view
Pre-dial	Available in idle and held call state	X
View Voicemail List	Not available, scrollable through individual voicemail records	X
Play voicemail in Call Logs	Not available	X
Record Voicemail greeting	Not available	X
Delete all Call Log entries	Not available	X
Copy Call logs to Directory	Not available	X
Create Directory entry	Not available	X
Edit Directory entry	Not available	X
Delete Directory entry	Not available	X
Copy Redial into Directory	Not available	X
Directory Sort	Limited to First/Last Name sort in entire list only. Cannot list specific groups by First/Last Name.	First/Last Name toggle allows user to sort specific groups



**Table 4 Handset/Deskset Capabilities**

Feature	Handset	Deskset
Program Quick	Not available	X
Speakerphone Key	Routes audio to/from speaker & picks up call (does not hang up call)	Routes audio, pick up and hang up call





CHAPTER  
2  
SETUP



## Introduction

Your SB67040 Remote Handset ships with a factory or default settings for a variety of settings in the following categories:

1. *"Handset Power Up" on page 23*
2. *"Battery Charging" on page 24*
3. *"Handset Registration" on page 26*
4. *"Handset Setup" on page 30*
5. *"Handset Volume Control" on page 34*



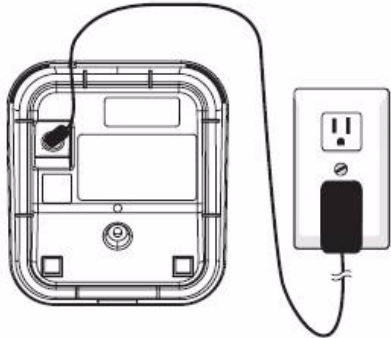
Note Use only the power adapter(s) supplied with this product. To order a replacement power adapter, visit our website at [www.telephones.att.com](http://www.telephones.att.com), or call 1 (800) 222-3111. In Canada, dial 1 (866) 288-4268.



## Handset Power Up

The SB67040 Remote Handset uses a rechargeable 3.3v nickel-metal hydride cell (NiMH) pack and comes with a battery charger.

► **To apply power to the SB67040 Remote Handset:**



**Figure. 6 Handset Power Connect**

1. Plug the power adapter into an electrical outlet not controlled by a wall switch.
2. Plug the small end of the handset charger power adapter into the jack on the underside of the charger
3. Route the cord through the slot as shown in Figure 6.



**Note** 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, under-the-table or cabinet outlet.



**Figure. 7 Handset Battery Install**

1. Install the battery as shown in Figure 7. After installing the battery, you can make and receive short calls.
2. Plug the battery securely into the plug inside the handset battery compartment, matching the color-coded label.
3. Place the battery in the compartment with THIS SIDE UP facing up as indicated.
4. Align the cover flat against the battery compartment cover, then slide it upwards until it clicks into place.



## Battery Charging

Charge the handset battery for at least 16 hours before use. When fully charged, the handset battery provides approximately five hours of talk time or three days of standby time

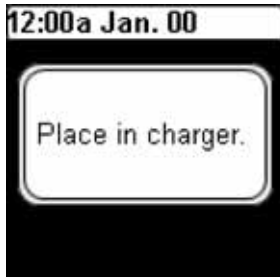


Figure. 8 Place In Charger Screen

1. During handset start up and initialization, the LCD displays a white background.
2. When the system is fully operational, the LCD displays the "Place in charger" notification screen shown in Figure 8.
3. Place the handset in the base face up as shown in Figure 9



Figure. 9 Handset in Charger

4. The **CHARGE** light will be on when charging.



Note Place the handset in the base when not in use.



## Low Battery Notification

When the battery is low, the handset emits a single alert tone and displays a “Low Battery – please place in charger” notification screen, shown in Figure 10.

▶ **To handle low battery notification:**



	<ol style="list-style-type: none"> <li>1. Pressing <b>IGNORE</b> to exit the notification screen.</li> <li>2. Place the handset into the base.</li> </ol> <hr/> <p> <b>Note</b> If the handset shuts down due to depleted batteries and the user was on an active call at the time, that call will be auto-held on the deskset</p> <hr/>
---	---

Figure. 10 Low Battery

## Power Save

If the user is not on an active call and takes no action for thirty seconds, the system will go into power save mode shown in Figure 11.

- If you were in a feature or menu list, such as the Directory or Call Log, the system will return Idle before going into power-save mode.
- In this mode, the backlight turns off.
- Press any key to end power-save mode. The key you pressed determines the screen to be displayed, If you pressed DIR, you will go to the directory.

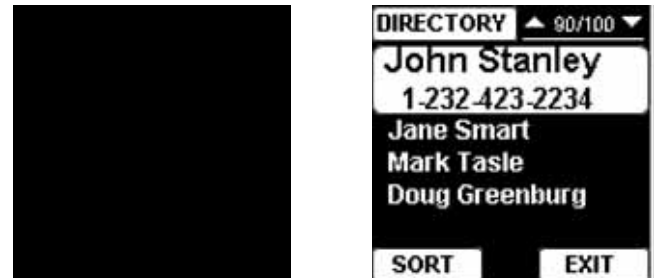



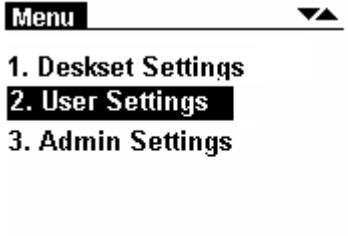


Figure. 11 Power Save

## Handset Registration

This procedure provides instructions for registering a SB67040 Remote Handset. For complete information on cordless device registration See the SB67030 Deskset User's Guide for complete instructions on registering a handset. To unregistered a handset see "Handset setup begins with the IDLE screen illustrated and described in Figure 4 on page 13." on page 30.

<p>▶ <i>To register the SB67040 Remote Handset:</i></p>	
 <p>Figure. 12 Charger Menu</p>	<ol style="list-style-type: none"> <li>1. If the handset has no deskset registration information, the Place in Charger notification screen shown in Figure 12 displays upon power up.</li> <li>2. Place the handset into the base.</li> <li>3. The handset will generate a beep and the "Register Handset" screen shown in Figure 13 displays.</li> </ol> <hr/> <p> Note Only one Cordless Handset or Headset can be registered with the Deskset.</p> <hr/>
 <p>Figure. 13 Register Handset</p>	<ol style="list-style-type: none"> <li>4. Press the <b>MENU</b> function key on the SB67030 Desk Set and observe that the <b>Menu</b> screen shown in Figure 14 displays.</li> <li>5. Press <b>2</b> on the keypad or press the down arrow on the <b>NAVIGATION</b> button once to move the highlight to <b>User Settings</b> as shown in Figure 14.</li> </ol> <div style="text-align: right;">  </div> <hr/> <p style="text-align: right;">Press digit 1 - 3 or press ▼ or ▲ to scroll, then press SELECT. <span style="border: 1px solid black; padding: 2px;">Quick Dial →</span></p> <p style="text-align: right;">Figure. 14 Menu Function</p>

▶ To access the Handset Registration function:

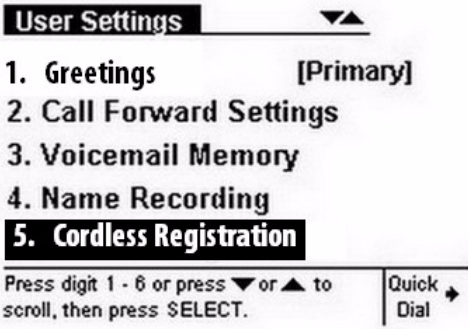


Figure 15 User Settings Cordless

6. Press the **SELECT** function key to display the **User Settings** menu shown in Figure 15.
7. Press **5** on the keypad or press the down arrow on the **NAVIGATION** button four times to move the highlight to **Cordless Registration** as shown in Figure 15 and press **SELECT**.
8. Observe that the **Cordless Registration** menu shown in Figure 16 displays.



Note For security reasons, the registration process on both deskset and handset will terminate after the timeout period of 60 seconds if registration is not successful.

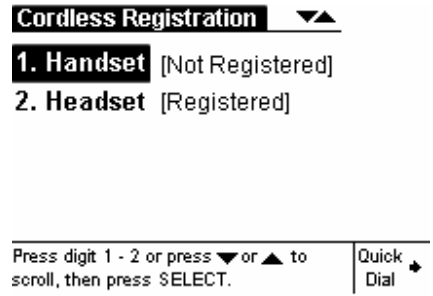


Figure 16 Cordless Registration

9. Press **1** or press **SELECT** to display the **Cordless Handset Registration** splash screen shown in Figure 17.
10. Press the Register programmed key shown in Figure 17.

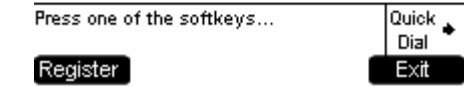


Figure 17 Handset Not Registered



Note Registration can only be terminate by pressing the **CANCEL** key on the deskset. The handset will continue to attempt registration until it times out because the handset will not know the deskset has terminated registration.



► *To register a cordless device:*

**Cordless Handset Registration**

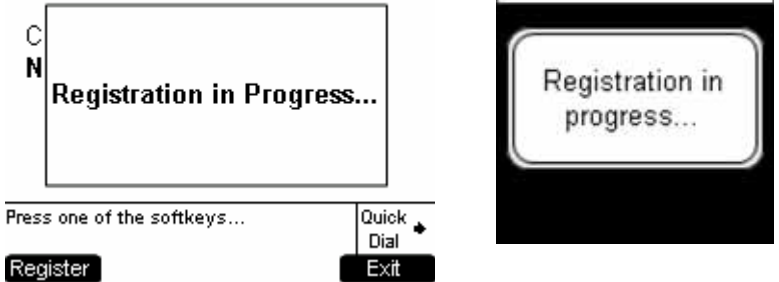


Figure. 18 Registration in Progress

11. Once the handset has completed the initial handshake with the deskset, the handset and deskset display the "Registration in Progress" splash screens shown in Figure 18.
12. When registration is complete, the Deskset and Handset generate a confirmation tone.
13. Observe that the Deskset Cordless Handset Registration screen, displays "Cordless Handset is currently Registered" and the handset displays "Handset registered" as shown in Figure 19.

**Cordless Handset Registration**

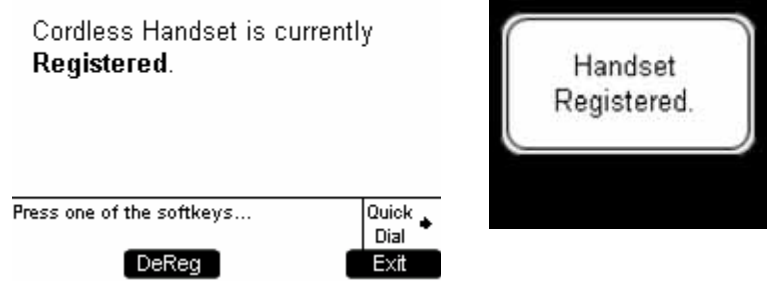


Figure. 19 Handset Registered

14. Press the Exit programmed key to return to the Cordless Registration screen.



**Note** Only one Cordless Handset can be registered with the Deskset.

If the registration process times out on the handset, it will display "Registration Failed," generate an error tone, and initiate a self-reset. After the handset powers up again, it will return to the unregistered handset start up screen. If the registration process times out on the deskset, it will display "Registration Failed," generate an error tone, and return to *Idle* mode.



## Link Loss Notification

If the handset goes out of the operating range of the deskset or if there is RF interference, a "Lost connection with Deskset" notification screen shown in Figure 20 displays. The handset will search for the deskset in the background. After 30 seconds, the "Searching for Deskset..." notification screen displays.



Figure. 20 Link Loss Notification Screens

If you are on a call, that call will not be dropped immediately, but will be muted on the far-end until a connection with the deskset is re-established. The deskset displays the handset in use icon in the associated Call Appearance.

Any active or held calls will be dropped after four minutes of continuous link loss.



## Handset Setup

Handset setup begins with the IDLE screen illustrated and described in Figure 4 on page 13.

► *To view and alter configuration settings on the handset:*



Figure. 21 Options Menu



Figure. 22 Settings Menu

1. Press the **OPTIONS** function key and observe that the menu shown in Figure 21 displays.
2. Press **5** on the keypad or press the down arrow on the **NAVIGATION** button four times to move the highlight to **Settings** as shown in Figure 21, and press **SELECT**.
3. Observe that the **Settings** menu shown in Figure 22 displays.
4. Perform one of the following functions:
  - a. Press **1** on the keypad or press **SELECT** to display **Contrast** menu shown in Figure 23 on page 31.
  - b. Press **2** on the keypad or press the down arrow on the **NAVIGATION** button once to move the highlight to **Sounds** and press **SELECT** to display the **Sounds** menu shown in Figure 24 on page 31.
  - c. Press **3** on the keypad or press the down arrow on the **NAVIGATION** button twice to move the highlight to **Reset Settings** and press **SELECT** to display the **Reset Settings** menu shown in Figure 25 on page 32.
  - d. Press **4** on the keypad or press the down arrow on the **NAVIGATION** button three times to move the highlight to **Unregister** and press **SELECT** to display **Unregister** menu shown in Figure 26 on page 32.
  - e. Press **5** on the keypad or press the down arrow on the **NAVIGATION** button four times to move the highlight to **Product ID** and press **SELECT** to display **Product ID** menu shown in Figure 27 on page 33.

▶ *To adjust the display contrast:*

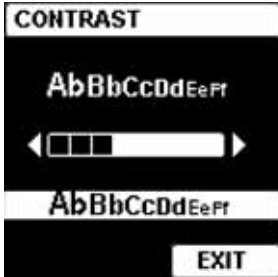


Figure. 23 Contrast Menu

1. Press the left or right **NAVIGATION** button to adjust the **Contrast** until the desired level is reached.
2. Press **EXIT** to accept the adjustments and return to the **Settings** menu shown in Figure 22 on page 30.

▶ *To adjust the sound:*

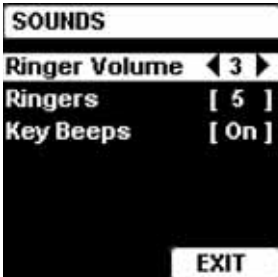


Figure. 24 Sounds Menu

1. Press the up or down navigation key to cycle through audio options.
2. To adjust the **Ring Volume** from 0 to 6, Press the left or right **NAVIGATION** button. Decreasing the volume to zero will turn off the ringer. The ringer will sound as it is adjusted. You may also alter the ringer volume in *Idle* by pressing the **Volume** Predefined key.
3. Press the down arrow on the **NAVIGATION** button once to choose one of eight **Ringers**. The ringer tone for an incoming call from another extension will be different.
4. Press the down arrow on the **NAVIGATION** button twice to highlight **Key Beeps**. Press the left or right **NAVIGATION** button to adjust the **Key Beeps** ON or OFF.
5. Press **EXIT** to accept the adjustments and return to the **Settings** menu shown in Figure 22 on page 30.



▶ *To reset the handset to default settings (factory defaults):*

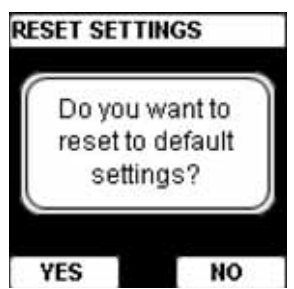


Figure. 25 Reset Settings Menu

1. Press YES to reset default settings, or press NO to keep current settings.
2. Press **EXIT** to accept the adjustments and return to the **Settings** menu shown in Figure 22 on page 30.

▶ *To unregister the handset:*



Figure. 26 Unregister Menu

1. Press YES to unregister the handset from the deskset, or press NO to keep the handset registered.
2. Press **EXIT** to accept the adjustments and return to the **Settings** menu shown in Figure 22 on page 30.

▶ *To view the Product ID*



1. This page displays the handset's identification information, including serial number, model number, software version, and registration status. This information cannot be altered
2. Press **EXIT** to return to the **Settings** menu shown in Figure 22 on page 30.

## Handset Volume Control

Handset volume control includes both Ringer and Audio volume. You can increase or decrease the audio volume during an active call or during message playback. You can increase or decrease the ringer volume only if not on an active call.

► *To adjust the Ringer volume:*



Figure. 28 Ringer Volume

1. Press the hard key **VOL+** to increase the ringer volume, or press **VOL-** to decrease the ringer volume when not on an active call.
2. Observe that a screen similar to the one shown in Figure 28 displays. The example shows the volume set to 3. The minimum ringer volume is zero (off) and maximum volume is 6.
3. If you set the ringer to zero (silenced), the silent ring icon (See "Screen Icons" on page 17) displays on the Idle screen and in the notification header during an incoming ring event, as shown in Figure 29.

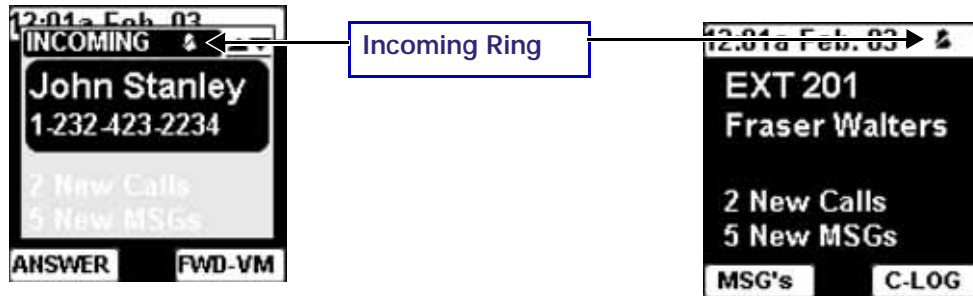


Figure. 29 Silenced Ringer

▶ *To adjust the audio volume:*

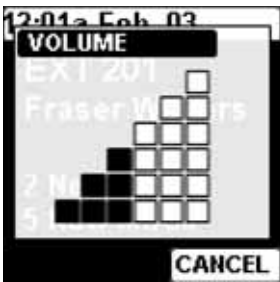


Figure. 30 Ringer Volume

1. Press the hard key **VOL+** to increase the audio volume, or press **VOL-** to decrease the audio volume during an active call or during message playback.
2. Observe that a screen similar to the one shown in Figure 28 displays. The example shows the volume set to 3. The minimum audio volume is 1 and maximum audio volume is 6.

CHAPTER  
3

# MAKING A CALL



12:01a Feb. 03  
1-852-223-8980  
0:12 ON CALL C

12:01a Feb. 03  
9-1-250-223-8980 ■

12:01a Feb. 03  
John Stanley  
9-1-232-423-2234

EXTENSION ▲ 01/50 ▼ CALL C  
Adam Shand... -202  
Herman Leung -203 CONF  
Receptionist -200  
Sherly Jones -201  
Will Cartew -304

HELP REDIAL ▲ 01/13 ▼  
John Stanley  
1-232-423-2234  
Jan. 15

12:01a Feb. 03  
Kate  
9-514-493-7856  
0:03 ON CALL C  
XFER CONF

Mark Tasle 10:01a  
Doug Green... Jan. 14  
DELETE EXIT

## Introduction

This section describes the various methods available to you for making a call either on-hook, or off-hook. The on-hook/off-hook refers to a historical telephone concept. A phone is on-hook when there is no dial tone and you are not on a call. The phone is off-hook when you can hear the dial tone. You can make a call:

3. In Idle mode or with calls on hold, press a **DIAL KEY (1-9)** then go off-hook, see [“Pre-dialing” on page 38](#)
4. By choosing an off-hook method, then dialing a number, see. [“Live Dialing” on page 39](#)
5. When viewing the Directory, see [“Making a Call From a Directory” on page 40](#)
6. When viewing the Extension list, see [“Making a Call From an Extension List” on page 42](#)
7. When viewing the Call Log, see [“Making a Call From the Call Log” on page 43](#)
8. Through the redial feature, see [“Making a Call From Redial” on page 45](#)
9. From the quick dial list, see [“Making a Call From Quick Dial” on page 46](#)



## Dialing Rules

The dialing rules determine when the system connects to the outside phone line in *dial* mode. Once the rule applies, the system dials the digits. The mode changes from dial to *active*. There are five basic types of calls that need to be identified by the dialing rules:

**Table 5 Dialing Rules**

Call Type	Dialing Rule	Description
External call (PSTN call)	9 [0,2-8]	Any number starting with the external access code (9), EXCEPT 911 (see emergency call below). Any additional digits dialed after the PSTN call type is determined will be passed to the PSTN gateway (i.e. - the dial plan will NOT wait for a full PSTN number to be dialed - it will only wait until it is determined that PSTN dialing is required).  For example, entering the digit 9 will not pass this digit to the PSTN gateway. However, entering 9-4 will prompt the system to pass the digit 4 to the gateway.  Note that the dialing rule here has been written to specifically exclude 911 and 9911.
	or	
	91[0,2-9]	
	or	
	99[0,2-9]	
Intercom call (extension number)	[2-7]xx	A 3-digit number with the 1st digit in the range 2-7. Makes a call to an extension in the local network.
Operator call	0	This is a special case of an intercom call, establishing a connection to the designated operator extension (e.g. 203) by simply dialing 0.
Parked call	1xx	This is a special case of the intercom call and is used to directly access parked calls - defined by a 3 digit number with a leading 1.
Emergency call	911 or 9911	Emergency services can be accessed either by dialing 911, or 9-911(where the leading 9 is used to access an external line, but is OPTIONAL).





## Pre-dialing

*Pre-dialing* refers to dialing while in *Idle* mode or when all calls are on hold. Pressing a dialing key in these cases initiates the *Pre-dial* mode. In this mode, no dial tone is generated but hyphenation rules do apply.

► **To make a call on-hook:**



Figure. 31 Registration in Progress

1. Press any **DIAL** key to initiate *Pre-dial* mode.
2. Press additional **DIAL** keys to insert the desired phone number at the cursor. You have the following formatting options:
  - a. To delete a digit and move the cursor back one space, press left **NAVIGATION** key.
  - b. To clear all digits, press **OFF**.
  - c. To insert a two-second pause into the digit string, press PAUSE.


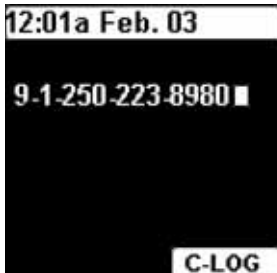


Figure. 32 Registration in Progress

3. Press CANCEL at any time to terminate the dialing sequence.
4. Press **PHONE** to go off-hook and dial the *Pre-dial* digits, or press **SPEAKER** to go off-hook via speakerphone.

## Live Dialing

Live dialing refers to making a new call off-hook.

<p>► <i>To make a call off-hook:</i></p>	
 <p>12:01a Feb. 03</p> <p>EXT_#s C-LOG</p>	<ol style="list-style-type: none"> <li>1. Press <b>PHONE</b> or <b>SPEAKER</b> to initiate <i>Dial</i> mode shown in Figure 33</li> <li>2. Press the <b>DIAL</b> keys to insert a digit string at the cursor as shown in Figure 34. Auto formatting applies. <u>EXT_#s</u> soft key is not available once a digit is entered.</li> <li>3. After dialing rules are met, the handset goes to an <i>active call</i> mode. Hyphens are automatically inserted for all 7, 8, 10, and 11 dialing, except when 9 is followed by a zero for an outgoing international call. <ul style="list-style-type: none"> <li>n If you are on an <i>active call</i>, it is placed on hold.</li> </ul> </li> </ol>
 <p>12:01a Feb. 03</p> <p>9-1-250-223-8980</p> <p>C-LOG</p>	<ul style="list-style-type: none"> <li>n If there are calls on hold, pressing <b>PHONE</b> will get a new line.</li> <li>n Pressing <b>SPEAKER</b> from <i>Idle</i> enters dial mode but pressing <b>SPEAKER</b> during an <i>active call</i> re-routes audio to speakerphone.</li> <li>n During an <i>active call</i>, pressing dialing keys will display and transmit Dual Tone Multiple Frequencies (DTMF) tones, but will not interfere with the current call.</li> <li>n The user can press <b>PHONE</b> when <i>Idle</i> or during an <i>active call</i> to enter <i>dial</i> mode.</li> </ul>

## Making a Call From a Directory

The user may access the local directory by pressing **DIR** in any mode with the following exceptions.

- n In Pre-dial mode
- n During an incoming call event (with overlay)
- n During call transfer confirmation
- n During conference confirmation
- n During a three-way conference call

► *To make a call from the directory:*

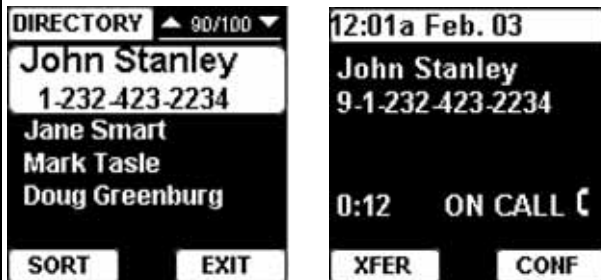


Figure. 35 Directory Call

1. Press **DIR** to access local directory.
2. Press the up or down navigation key to scroll to the desired entry, or press a dialing key to index into the list based on the first character entered.
3. You have the following options:
  - a. Press **SELECT** or **PHONE** to dial out the number selected (highlighted) in the directory.
  - b. If you are accessing the directory from *Idle* mode, pressing **SPEAKER** will dial the selected number. You are expected to have programmed directory entries with a preceding 9 in the digit string.
  - c. Press **SORT** to initiate sort directory options.
4. Press **EXIT** to return to previous state



## Directory Sort Options

To arrange the directory according to sort criteria, use the **NAVIGATION** keys to scroll to the desired sort option and press **SELECT**. Alternatively, press a **DIAL** key short cut to sort the directory based on selection. The following sort options shown in Figure 36 are available:

1. First Name Sort directory by first name
2. Last Name Sort directory by last name
3. Personal Entries Sort directory according to personal contact list
4. Extensions Sort directory by extension number



Figure. 36 Sort Options

## Making a Call From an Extension List

You may make a call from the extension list in *Idle* or during *Dial* mode.

► **To make a call from the extension list:**



Figure. 37 Select Option - Extension

1. Press **OPTIONS** and observe that the screen shown in Figure 37 displays.
2. Press the down navigation key twice so that the option **Extension List** is highlighted and press **SELECT**, or press **3**.
3. Observe that the screen shown in Figure 38 displays.



Note To access the extension list during *dial* mode, press EXT.#s. This soft key is not available once a digit is entered.



Figure. 38 Extension List

1. Press the up or down **NAVIGATION** key to scroll to the desired extension entry, or press a dialing key to index into the list based on the first character entered.
2. You have the following options:
  - a. Press **SELECT** or **PHONE** to dial out the number selected (highlighted) in the extension list. If the user is accessing the extension list from *Idle* mode, pressing **SPEAKER** will also dial out the selected number.
  - b. Press EXIT to return to the previous state.
  - c. Press HELP to access context-sensitive help.



## Making a Call From the Call Log

The user may access the call log from *Idle*, dial, held call or *active* mode.

► **To make a call from the call log:**



Figure. 39 Options - Call Log

1. To access the call log press **OPTIONS**. and observe that the menu shown in Figure 39 displays.
2. Press the down **NAVIGATION** key twice so that **Call Log** is highlighted and press **SELECT**, or press **3**.
3. Observe that the menu shown in Figure 40 displays.



Note To access the call log from *Idle* or *dial* mode, press **C-LOG**.



Figure. 40 Call Log

1. Press the up or down **NAVIGATION** key to scroll through call log entries.
2. Press the left or right **NAVIGATION** key to scroll through the dialing options for the call log entry (See "[Call Log Dialing Options](#)" on page 44).
3. You have the following options:
  - a. Press **SELECT** or **PHONE** to dial out the number selected (highlighted) in the call log. If the user is accessing the call log from *Idle* mode, pressing **SPEAKER** will also dial out the selected number. Note that a 9 will automatically be inserted before the number when dialed.
  - b. Press **DELETE** to delete highlighted call log entry.
  - c. Press **EXIT** to return to previous state



## Call Log Dialing Options

Hyphenation rules apply to dialing options. The following dial options are available:

- n yyy-zzzz (7 digits)
- n 1-yyy-zzzz (8 digits)
- n xxx-yyy-zzzz (10 digits)
- n 1-xxx-yyy-zzzz (11 digits)

The basic rule is to display the actual Caller ID information first. The user may then select an alternative dialing option by pressing the left or right navigation key. The options are on a circular list, so if the right **NAVIGATION** key is pressed when the last option is visible, the user returns to the first option. The dial option sequence is as follows:

- n If 7 digits are displayed, press the right navigation key to cycle through A ? B
- n If 8 digits are displayed, press the right navigation key to cycle through B ? A.
- n If 10 digits are displayed, press the right navigation key to cycle through C ? D ? A ? B (or press the left navigation key to cycle through C ? B ? A ? D)
- n If 11 digits are displayed, press the right navigation key to cycle through D ? C ? A ? B (or press the left navigation key to cycle through D ? A ? B ? C).



Note There are no programmable area codes.

---



## Making a Call From Redial

The user may make a call from the redial list from *Idle*, dial, held call, or *active* mode.

► **To make a call from the redial list:**



Figure. 41 Options - Redial

1. Press **OPTIONS** and observe that the screen shown in Figure 41 displays.
2. From the Idle mode, press the down **NAVIGATION** key three times so that **Redial** is highlighted and press **SELECT**, or press **4**.
3. From the Held call mode, press the down **NAVIGATION** key five times so that **Redial** is highlighted and press **SELECT**, or press **6**.
4. From the Dial or Active mode, press the down **NAVIGATION** key three times so that **Redial** is highlighted and press **SELECT**, or press **4**.
5. Observe that the screen shown in Figure 42 displays.



Figure. 42 Redial List

1. Press the up or down navigation key to scroll through the redial list.
2. You have the following options:
  - a. Press **SELECT** or **PHONE** to dial out the number selected (highlighted) in the redial list. If the user is accessing the redial list from *Idle* mode, pressing **SPEAKER** will also dial out the selected number.
  - b. Press **DELETE** to delete the highlighted redial entry.
  - c. Press **EXIT** to return to previous state.





## Making a Call From Quick Dial

Access the quick dial list by pressing and holding **MUTE/QUICK** in any mode except during:

- n Message playback, options or forwarding
- n Pre-dial mode
- n An incoming call event (with overlay)
- n Call transfer confirmation
- n Conference confirmation
- n A three-way conference

► *To make a call from the Quick Dial list:*

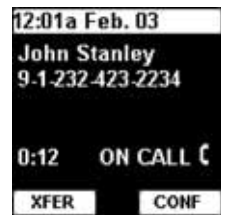


1. Press and hold **QUICK** to access quick dial list shown in Figure 43.
2. Press the up or down navigation key to scroll through quick dial entries.
3. Press **SELECT**, **PHONE**, or any digit from **1** to **6** to dial the quick number. If you access Quick Dial from Idle mode, pressing **SPEAKER** will also dial out the selected number.

Figure. 43 Quick Dial List



# CHAPTER 4 CALL ANSWER



## Introduction

If the system receives an incoming call in *Idle* mode, the handset will ring at the set volume and a splash screen with incoming call information will be displayed on-screen. The highlighted entry in the splash displays name (if available) and number. The other entries display name only. The up and down arrows to the right of the header indicate to the user that the up or down navigation key can be pressed to cycle through incoming calls



The user can answer the call in the following ways:

1. [“New Call Notification” on page 48](#)
2. [“How to Answer a Call” on page 49](#)
3. [“Incoming Call While On a Call” on page 50](#)
4. [“How to Handle Multiple Incoming Calls” on page 51](#)



## New Call Notification

If an incoming call event occurs but you do not take any action, the new call is recorded in the call log. A call is considered as new if it has not been reviewed yet. The user will be notified of any new calls on the *Idle* screen. Once a new call is reviewed in the Call Log, the call count will go down by one. If there are no new calls, the notification will display **0 New Calls**. You will not be able to play messages while in the Call Log.

<p>► <i>To review the call log:</i></p>	
	<ol style="list-style-type: none"> <li>1. To review the call log from <i>Idle</i> or <i>Dial</i> mode, press <u>C-LOG</u></li> <li>2. Press the up or down navigation key to scroll through call log entries.</li> <li>3. Press the left or right navigation key to scroll through the dialing options for the call log entry.</li> <li>4. Press <b>SELECT</b> or <b>PHONE</b> to dial the number selected (highlighted) in the call log.</li> <li>5. Press <u>DELETE</u> to delete highlighted call entry.</li> <li>6. Press <u>EXIT</u> to return to previous mode</li> </ol>
<p>Figure. 44 Viewing Call Log</p>	
	<ol style="list-style-type: none"> <li>7. If the Caller ID is unavailable, the Call Log entry displays the name as <b>Unknown</b>.             <ol style="list-style-type: none"> <li>a. The <b>NEW</b> tag indicates that the Call Log entry has not been reviewed.</li> <li>b. The message icon indicates that a message is available. If the message icon has been flagged with an exclamation mark, the message has not been played.</li> </ol> </li> </ol> <p>If the user is accessing the call log from <i>Idle</i> mode, pressing <b>SPEAKER</b> will also dial out the selected number. A <b>9</b> will automatically be inserted before the number when dialled and will be shown on the display.</p>
<p>Figure. 45 Call Notification</p>	



# How to Answer a Call

▶ You have the following options to answer a call:



1. Press ANSWER or **PHONE**, or **SPEAKER** to go off-hook.
2. Press FWD-VM to forward the call to the destination defined in the Call Forward-No Answer setting (See "Call Transfer" on page 65).



Note Press Vol+ or Vol- to increase or decrease the ringing volume

Figure. 46 Answer Call



## Incoming Call While On a Call

If you are already on an *active call* and receive another incoming call, the system emits an abbreviated ring and displays an overlay screen similar to the one illustrated in Figure 47 with incoming call information.

▶ *You have the following options during an incoming call event:*



Figure. 47 Incoming Call/Active Call

1. Press **ANSWER** or **PHONE**, or **SPEAKER** auto-hold the current call and answer the incoming call.
2. Press **FWD-VM** to forward the call to the destination defined in the Call Forward-No setting and return to current call (See “Call Transfer” on page 65).
3. Answering a call while on a call

## How to Handle Multiple Incoming Calls

If the system receives multiple incoming calls, the handset rings at the set volume in *Idle* mode, or emits an abbreviated ring if in *active* mode. A splash screen with incoming multiple calls will be displayed onscreen.

▶ *You have the following options during multiple incoming call events:*



Figure. 48 Multiple Incoming Calls

1. Press **ANSWER** or **PHONE**, or **SPEAKER** to answer the highlighted incoming call..
2. Press **FWD-VM** or **OFF** to forward the highlighted incoming call to voicemail..

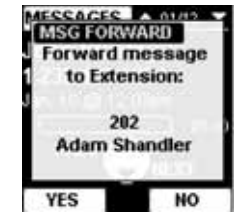
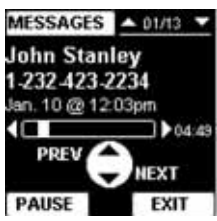
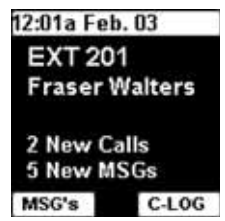


Note The other incoming calls will be handled according to the Call Forward-No Answer setting. The ringing will stop and the user will go to *active* state with the selected call.

As long as there are multiple incoming calls, the user will remain on the incoming calls splash screen.

3. Press **VOL+** or **VOL-** to increase or decrease the ringing volume.

# CHAPTER 5 VOICEMAIL



Your SB67040 Remote Handset voicemail system provides the ability to capture important messages and save, replay, or forward those messages. The voicemail system includes:

1. *"Voicemail Notification" on page 53*
2. *"Retrieving Voicemail" on page 54*
3. *"Reviewing Voicemail Records" on page 55*
4. *"Voicemail Management" on page 56*



## Voicemail Notification

If you do not respond to an incoming call event, the call is automatically forwarded to voicemail and you can forward the call to voicemail during an incoming ring event by pressing FWD-VM.

► *The following are voicemail notification options:*



1. The Idle splash screen displays a **New MSGs** indication as shown in Figure 49, if the caller leaves a voicemail message.
2. If no message is left, the **New Calls** indication is updated.
3. Once the new message is reviewed in the voicemail records, the notification on the *Idle* screen disappears.

Figure. 49 Voicemail Notification





## Retrieving Voicemail

Voicemail is accessible in *Idle* mode only.


<p>▶ <i>To retrieve voicemail:</i></p>	
	<ol style="list-style-type: none"> <li>1. Press <u>MSG's</u> on the Idle screen.</li> <li>2. If auto-play is enabled, playback of the most recent message will start immediately.</li> <li>3. Press <u>PLAY</u> to begin playing the voicemail (See "Reviewing Voicemail Records" on page 55).</li> <li>4. Press <u>EXIT</u> to return to the <i>Idle</i> screen,</li> </ol>

Figure. 50 Retrieve Voicemail

## Reviewing Voicemail Records

▶ You have the following options when reviewing voicemail records in message playback mode:



Figure. 51 Retrieve Voicemail

1. Press **PLAY** to begin message playback as shown in Figure 51. This option is available only if auto-play is off.
2. Once message playback starts, this soft key becomes **PAUSE** as shown in Figure 52. T
3. The message progress bar indicates the chronological position in message playback.
4. The message counter will count down from total message time to zero.
5. Press **PHONE** to exit message playback and start a new call in *dial* mode.

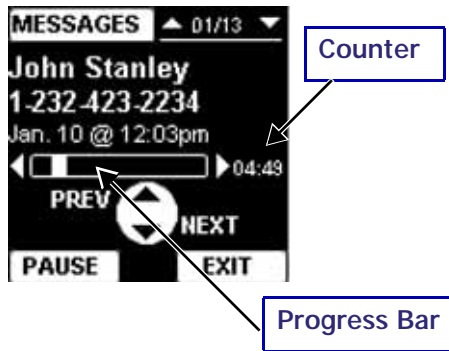


Figure. 52 Message Playback

6. Press **SPEAKER** to route message playback through the speaker.
7. Press up **NAVIGATION** key to play the previous message, or press down **NAVIGATION** key to play the next message.
8. Press and hold left **NAVIGATION** key to rewind the message in 8-second increments.
9. Press and hold right **NAVIGATION** key to forward the message in 8-second increments.
10. Press **OPTIONS** to access options menu (See "Voicemail Management" on page 56). Message playback will stop if started.
11. Press **EXIT** to return to *Idle* mode.



## Voicemail Management

The user can delete a message or forward a message to an internal extension in the Synapse network.

► *To delete a message:*



Figure. 53 Message Delete

1. Press **OPTIONS** from message playback mode; message playback will stop and the screen shown in Figure 53 displays.
2. Press the down **NAVIGATION** button to highlight **Delete** and press **SELECT** or press **1**.
3. Observe that the splash screen shown in Figure 54 displays to confirm that the message has been deleted.
4. You will return to message playback mode.



Figure. 54 Delete Confirmed

▶ *To forward a message:*



Figure. 55 Message Forward

1. Press **OPTIONS** from message playback mode; message playback will stop and the screen shown in Figure 55 displays.
2. Press the down **NAVIGATION** button to highlight **Forward** and press **SELECT** or press **2**.
3. Observe that the extension list shown in Figure 56 displays,
4. Press up or down **NAVIGATION** key to scroll through the extension list until desired entry is highlighted.



Figure. 56 Extension List

5. Press **SELECT** to forward the message to the selected extension. A confirmation screen will appear.
6. Observe that the splash screen shown in Figure 57 displays to confirm that the message has been forwarded.
7. You will return to message playback mode.

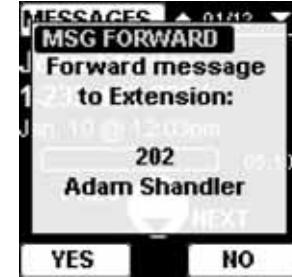


Figure. 57 Forward Confirmation



CHAPTER  
6  
HOLD/PARK



### Introduction

Parking a call and placing it on hold are similar operations. The difference is that a Parked call can be answered by an another extension.

You can place an *active call* on hold by pressing the **HOLD** key. The call will move into the local call deck. Further incoming calls can be answered and put on hold. These held calls will be stacked in the call deck. A maximum of 5 calls can be held. If the user has reached the maximum number of held calls, a "Maximum of 5 held calls reached" notification screen will appear.

1. ["Placing a Call on Hold" on page 59](#)
2. ["How to Retrieve a Call on Hold" on page 60](#)
3. ["How to Park a call" on page 61](#)
4. ["Paging Others to Pick up a Parked Call" on page 62](#)
5. ["The user may retrieve a parked call by accessing the park list from Idle, dial, active, or held call mode" on page 64](#)



## Placing a Call on Hold

► *To place an active call on hold:*

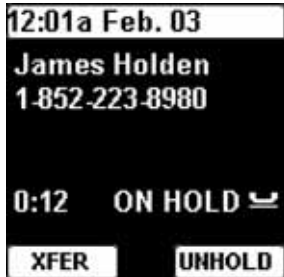


Figure. 58 Call On Hold

1. Press **HOLD** from the Idle mode, and observe that the screen shown in Figure 58 displays.
  - a. Press **XFER** to transfer the held call to another number.
  - a. Press **UNHOLD** to return to *active call* state.
  - a. Press **SPEAKER** to pick up the held call on the speaker and return to *active call* state.
  - a. Press **PHONE** to start a new call off-hook.
  - a. Press dialling keys to go to *Pre-dial* mode and make a call on-hook.



Figure. 59 Hold Options 1- 4

2. Press **OPTIONS** to access hold options shown in Figure 59 and Figure 60.
  - a. **1. Conference** Goes to conference setup and uses the current held call as Call A
  - b. **2. Page All** Pages other extensions in the Synapse network
  - c. **3. Call Log** Accesses call log
  - d. **4. Park** Places the current held call in the park list
  - e. **5. Park List** Accesses the park list
  - f. **6. Redial** Accesses the redial list



Figure. 60 Hold Options 5-6

## How to Retrieve a Call on Hold

If multiple calls have been placed on hold, the display header will no longer display the date and time. Instead, the phrase **Next Call** displays as shown in Figure 61. Up and down arrow icons in the display header will indicate to the user that the up or down navigation key may be pressed to scroll through the call deck.

► *To retrieve a held call:*



Figure. 61 Next Call

1. Press up or down navigation key to scroll through calls held in the call deck.
2. Press **UNHOLD** when the call you want to retrieve is displayed. You will return to *active call* mode.
3. Press **OPTIONS**. the screen shown in Figure 62 displays.

► *To access the held call deck mode from active mode:*



Figure. 62 Call Options

4. Press the down **NAVIGATION** key once to highlight **Held Calls**, or press **2**.
5. Press **SELECT**. The held calls list (interaction screen) shown in Figure 63 displays.
6. Press the up or down navigation key to scroll through the held call deck.
7. Once the held call you want to retrieve is highlighted, press **SELECT**, **PHONE**, or **SPEAKER**. The current active call will be auto-held and user will go to active with selected held call.



Figure. 63 Held Call List



## How to Park a call

▶ *To park an active call:*



Figure. 64 Park Call Options

1. Press **OPTIONS** and observe that the screen shown in Figure 64 displays.
2. With **Park** highlighted, press **SELECT** or **1**.
3. The splash screen shown in Figure 65 displays to announce the parked call extension.



Figure. 65 Parked Call

▶ *To park a held call:*



Figure. 66 Hold Options

1. Press **HOLD** to place the active call on hold.
2. Press **OPTIONS** and observe that the screen shown in Figure 66 displays.
3. Press down **NAVIGATION** key three times to highlight **Park**, or press **4**.
4. Press **SELECT**. The splash screen shown in Figure 67 displays the parked call extension.
5. The call will disappear from the held calls list and appear in the park list, which is available system-wide.




Figure. 67 Park List



# Paging Others to Pick up a Parked Call

Once you have parked a call, you can page the other extensions in the network and inform them of the parked call. You can page from *Idle*, dial, held call mode, or from the park list (when accessed from held or *Idle* mode only).

▶ *To page from Idle or dial mode:*



1. Press **OPTIONS** and observe that the screen shown in Figure 64 displays.
2. With **Page - All** highlighted, press **SELECT** or **1**.  
  
The system originating the page will emit a single short tone for half a second just before paging commences. An alert tone will sound on the far-end extensions as well
3. Speak into the microphone.
4. The user has the following options:
  - a. Press EXIT or **OFF** to end paging.
  - b. Press **SPEAKER** to route audio to the speakerphone.
  - a. Press HELP to access context-sensitive help.

Figure. 68 Page Options

► *To page from held call mode:*



Figure. 69 Page From Hold

1. Press **OPTIONS** and observe that the screen shown in Figure 64 displays.
2. Press the down **NAVIGATION** key once to highlight **Page - All** and press **SELECT** or press **2**.  
  
The system originating the page will emit a single short tone for half a second just before paging commences. An alert tone will sound on the far-end extensions as well
3. Speak into the microphone.
4. The user has the following options:
  - a. Press EXIT or **OFF** to end paging.
  - b. Press **SPEAKER** to route audio to the speakerphone.
  - c. Press HELP to access context-sensitive help.
5. To page from the park list (when accessed from held or *Idle* mode), press **PAGE**.

## How to Retrieve a Parked Call

The user may retrieve a parked call by accessing the park list from *Idle*, dial, *active*, or held call mode



<p>▶ <i>To retrieve a parked call:</i></p>	
 <p>Figure. 70 Retrieve Parked Call</p>	<ol style="list-style-type: none"> <li>1. Press <b>OPTIONS</b> and observe that the screen shown in Figure 70 displays.</li> <li>2. Press the down <b>NAVIGATION</b> key once to highlight <b>Park List</b> and press <b>SELECT</b> or press <b>2</b>.</li> </ol> <p>▶ <i>To access the park list from active mode:</i></p> <ol style="list-style-type: none"> <li>1. 1) Press <b>OPTIONS</b> and observe that the screen shown in Figure 71 displays.</li> <li>2. Press the down <b>NAVIGATION</b> key to highlight <b>Park List</b> and press <b>SELECT</b> or press <b>5</b>.</li> </ol>
 <p>Figure. 72 Parked Call List</p>	<p>▶ <i>To access the park list from held call mode:</i></p> <ol style="list-style-type: none"> <li>1. Press <b>OPTIONS</b> and observe that the screen shown in Figure 71 displays.</li> <li>2. Press the down <b>NAVIGATION</b> key to highlight <b>Park List</b> and press <b>SELECT</b> or press <b>5</b>.</li> </ol> <p>▶ <i>To retrieve a parked call:</i></p> <ol style="list-style-type: none"> <li>1. Press the up or down <b>NAVIGATION</b> key to scroll to the parked call list shown in Figure 72 you want to retrieve.</li> <li>2. Press <b>SELECT</b> or <b>PHONE</b> to unpark the selected call and go to <i>active</i> mode.</li> </ol>

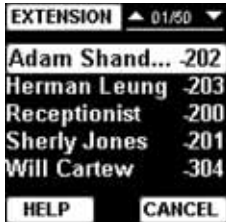


Figure. 71 Park List



# CHAPTER 7

## CALL TRANSFER



### Introduction

You can only transfer an *active* or a held call. An unsupervised transfer occurs if the user does not communicate with the transfer recipient. In this case, the call may be transferred while dialing out to the transfer recipient. The transfer recipient does not have to pick up the phone and talk to the user before receiving the transferred call. A supervised transfer occurs if the user communicates with the transfer recipient before completing the transfer. You may transfer a call to an internal extension or external number. For more detail, refer to:

1. ["Transfer Confirmation" on page 73" on page 65](#)
2. ["Transfer to an External Number" on page 67](#)
3. ["Transferring in Dial Mode" on page 68](#)
4. ["Transferring to the Call Log" on page 69](#)
5. ["Transferring to the Redial List" on page 70](#)
6. ["Transferring to the Directory" on page 71](#)
7. ["Transferring to Quick Dial" on page 72](#)
8. ["Transfer Confirmation" on page 73](#)



## Transfer To An Extension

► *To transfer a held or active call to an internal extension:*



Figure. 73 Transfer Call



Figure. 76 Extension List

1. Press XFER. The current call (Call A) will be placed on hold, the system will go to transfer setup mode in preparation for a new call (Call B) and display the screen shown in Figure 73.
2. Press EXT\_#s. and observe that the screen shown in Figure 76.
3. Press the up or down **NAVIGATION** key to scroll through extension list entries, or press a digit to index into the list.
4. The user has the following options:
  - a. Press **SELECT** or **PHONE** to dial the selected extension number as a transfer destination. and observe that the screen shown in Figure 74.
  - b. Press CANCEL or **OFF** to hang up Call B and return to held Call A.
  - c. Press HELP for context-sensitive help. User will go to transfer confirmation mode.
5. Press XFER to complete the transfer.



Figure. 74 Transfer To



Figure. 75 Transfer Confirm

If there are no other calls on hold the user will return to idle after viewing a **Call Transferred** splash screen shown in and observe that the screen shown in Figure 75 for 2 seconds. If there are still calls on hold the user will return to held call deck. Note that the user may press **XFER** before the extension picks up (unsupervised transfer), or after the extension picks up (supervised transfer)



## Transfer to an External Number

► *To transfer an active or a held call:*

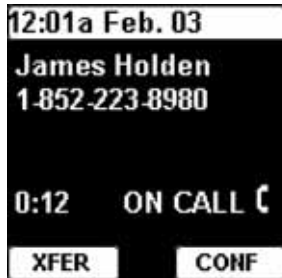


Figure. 77 Transfer

1. Press XFER in either the active or held call mode and display the screen shown in Figure 77.
2. The current call (Call A) will be placed on hold, and the user will go to transfer setup mode in preparation for a new call (Call B) and display the screen shown in Figure 78.
3. Press EXT\_#s. and observe that the screen shown in Figure 79 displays.
4. You can transfer a call to an external number either by going to dial mode and dialling it directly, or by accessing it through the call log, redial list, directory, or quick dial.



Figure. 78 External Transfer

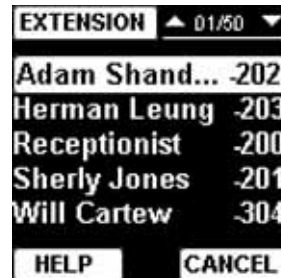


Figure. 79 Extension List

## Transferring in Dial Mode

▶ *To transfer a call to a dialed number:*



Figure. 80 Transfer Dial Mode

1. Pressing **PHONE** or **SPEAKER** to enter dial mode and display the screen shown in Figure 80.
2. Pressing the dialing keys to enter a digit string as shown in Figure 81. Dialing and hyphenation rules will apply.
3. Once the rules are met, the number will dial out and connect (Call B) and display the screen shown in Figure 82.
4. Press XFER to complete the transfer, and go to transfer confirmation mode.
5. The user also has the following options:
  - a. Press CANCEL or **OFF** to hang up Call B and return to held Call A.
  - b. Press **PHONE** to cancel the transfer and start a new call. You will go to transfer confirmation mode.



Figure. 81 Transfer To Dial Mode



Figure. 82 Dial Mode Transfer

## Transferring to the Call Log

► *To transfer a call to a number in the call log:*



Figure. 83 Transfer Options

1. Press **OPTIONS** from transfer setup mode and display the screen shown in Figure 80.
2. With **Call Log** highlighted, press **SELECT** or **1** and display the screen shown in Figure 84.
3. Press the up or down navigation key to scroll through call log entries until desired entry is highlighted.
4. Press **SELECT** or **PHONE**. User will go to transfer confirmation mode and display the screen shown in Figure 86.
5. Press XFER to complete the transfer. and go to transfer confirmation mode.



Figure. 84 Call Log

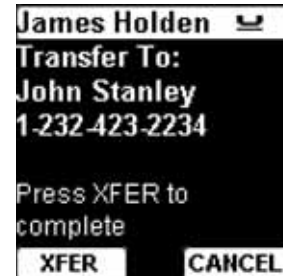


Figure. 85 Call Log Transfer





## Transferring to the Redial List

► *To transfer a call to a number in the redial list:*



Figure. 86

1. Press **OPTIONS** from transfer setup mode and display the screen shown in Figure 86.
2. Press down **NAVIGATION** key once to highlight **Redial**, press **SELECT** or **2**, and display the screen shown in Figure 87.
3. Press the up or down **NAVIGATION** key to scroll through redial list entries until desired entry is highlighted.
4. Press **SELECT** or **PHONE**. User will go to transfer confirmation mode and display the screen shown in Figure 88.
5. Press **XFER** to complete the transfer, and go to transfer confirmation mode.



Fig



Figure. 88

## Transferring to the Directory

► *To transfer a call to a number in the directory:*



Figure. 89

1. Press **DIR** from transfer setup mode and display the screen shown in Figure 89.
2. Press the up or down **NAVIGATION** key to scroll through redial list entries until desired entry is highlighted.
3. Press **SELECT** or **PHONE**. User will go to transfer confirmation mode and display the screen shown in Figure 90.
4. Press XFER to complete the transfer, and go to transfer confirmation mode.



Figure. 90

## Transferring to Quick Dial

► *To transfer a call to a quick dial number:*



Fig

1. Press and hold **QUICK** from transfer setup mode and display the screen shown in Figure 91.
2. Press the up or down **NAVIGATION** key to scroll through quick dial entries.
3. Press **SELECT** or **PHONE** to go to transfer confirmation mode, and display the screen shown in Figure 92.
4. Press **XFER** to complete the transfer.





Fig



## Transfer Confirmation

Once the user has chosen a destination number, the system goes to transfer confirmation mode.:

<p>▶ <i>You have the following options:</i></p>	
 <p style="text-align: right;">Fig</p>	<ol style="list-style-type: none"> <li>1. Press <u>XFER</u> to complete the transfer and return to <i>Idle</i> or held calls mode. If there are no other calls on hold the user will return to idle after viewing a "Call transferred" splash screen for 2 seconds. If there are still calls on hold the user will return to held call deck. Note that the user may press <u>XFER</u> before the extension picks up (unsupervised transfer), or after the extension picks up (supervised transfer).</li> <li>2. Press <u>CANCEL</u> or <b>OFF</b> to hang up Call B and return to held Call A.</li> <li>3. Press <b>PHONE</b> to cancel the transfer, put Call B on hold and start a new call.</li> <li>4. Press <b>HOLD</b> to cancel the transfer and put Call B on hold.</li> </ol>
 <p>Figure. 94</p>	

CHAPTER  
8  
CONFERENCE

## Introduction

You can initiate a conference during an *active call* or when calls are held using. Conferences occur between you and dialed calls or numbers in any of the systems lists. To conference using the extension list, call log, redial list, park list, directory, or quick dial, go to the appropriate section below:

1. [“Conference a Call” on page 75](#)
2. [“Conference with Held Calls” on page 79](#)
3. [“Conferences with Extension List” on page 80](#)
4. [“Conference with Call Log” on page 81](#)
5. [“Conference with Redial List” on page 82](#)
6. [“Conference with Park List” on page 83](#)
7. [“Conference with Directory” on page 84](#)
8. [“Conference with Quick Dial” on page 85](#)



## Conference a Call

► *To set up the conference:*



Figure. 95 Conference

1. Press CONF in the Idle mode and observe that the screen shown in Figure 95 displays.
2. The current call (Call A) is automatically placed on hold and the user goes to conference setup mode where system waits to establish Call B.
3. Call A (name and on hold icon) appears in the display header.

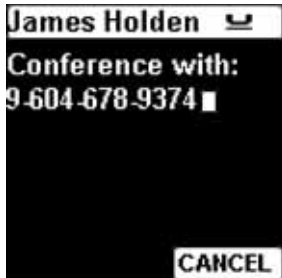

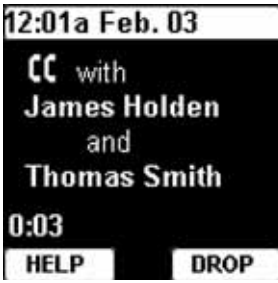


Figure. 96 Call B Dial

4. Press CANCEL or **OFF** to exit conference *dial* mode and return to held Call A.  
OR
5. Press **PHONE** or **SPEAKER** to enter dial mode and start call B.
6. Press dialing keys to enter a digit string as shown in Figure 96. Dialing and hyphenation rules apply.
7. Once the rules are met, the number will dial out and connect (Call B).

## Conference Confirmation

<p>▶ <i>To set up the conference: (Continued)</i></p>	
 <p>Figure. 97 Confirm Conference</p>	<ol style="list-style-type: none"> <li>8. You will then go to conference confirmation mode.</li> <li>9. Press <u>CONF</u> shown in Figure 97 to start the conference.</li> <li>10. Once connected to Call B, the system goes to conference confirmation mode. In this mode, you may speak to the call recipient.</li> <li>11. Observe the Conference Confirmed screen shown in Figure 98 displays.</li> </ol>
 <p>Figure. 98 Conference Confirmed</p>	<p>▶ <i>You have the following options:</i></p> <ol style="list-style-type: none"> <li>1. Press <u>HELP</u> to access context-sensitive help.</li> <li>2. Press <u>DROP</u> to drop one of the calls (See below).</li> <li>3. Press <b>PHONE</b> or <b>HOLD</b> to hold the conference call (Calls A and B) and start a new call (See below)</li> <li>4. Press <b>OFF</b> to hang up all calls. If the user has held calls, the system will return to held calls mode. If there are no held calls, the system will return to <i>Idle</i> mode.</li> </ol>



## Hold/Unhold a Conference

► *To put a conference on hold:*

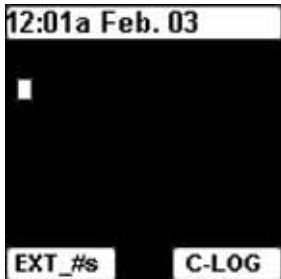


Figure. 99 Conference on Hold

1. Press **HOLD** or **PHONE**, and observe that the screen shown in Figure 99 displays.
2. Call A and B will be placed on hold, but will still be able to communicate with each other.
1. The system generates a dial tone and you will go to the dial mode.

► *To unhold a conference:*

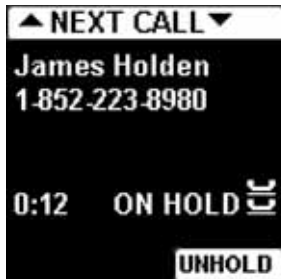


Figure. 100 Held Call Deck

1. Press **OFF** to hang up and go to the held call deck shown in Figure 100.
2. Press **UNHOLD** when either Call A or Call B displays.



Note The **XFER** Soft key will not be available.

3. Press any key to resume the conference.



## Cancel a Conference

► *To cancel out of a current conference:*

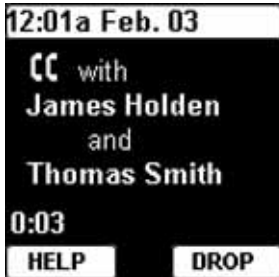


Figure. 101 Current Conference

1. Press DROP from the current conference screen shown in Figure 101.
2. Press the up or down **NAVIGATION** key to scroll to the call you want to drop.
3. Press **SELECT** to drop the highlighted call from the conference and hang it up.
4. You will return to an *active call* state with the remaining call.



Figure. 102 Drop Call

► *You have the following options:*

1. Press HELP to access context-sensitive help.
2. Press CANCEL to return to the three-way conference.
3. Press **OFF** to hang up all calls.





Note If the user has held calls, the system will return to held calls mode. If there are no held calls, the system will return to *Idle* mode





## Conference with Held Calls

The user may conference with previously held calls by following this procedure from conference setup mode:

<p>▶ <i>To conference with held calls:</i></p>	
 <p>Figure. 103 Options List _Held</p>	<ol style="list-style-type: none"> <li>1. Press CONF in the Idle mode and observe that the screen shown in Figure 95 on page 75 displays.</li> <li>1. Press <b>OPTIONS</b> and observe that the screen shown in Figure 103 displays.</li> <li>2. Press the down <b>NAVIGATION</b> button to highlight <b>Held Calls</b> and press <b>SELECT</b> or press <b>1</b>.</li> <li>3. Observe that the screen shown in Figure 104 displays.</li> </ol>
 <p>Figure. 104 Held Call List</p>	<ol style="list-style-type: none"> <li>4. Press the up or down <b>NAVIGATION</b> key to scroll through the held calls list until desired entry is highlighted.</li> <li>5. Press <b>SELECT</b> to unhold selected call.</li> <li>6. Go to "Conference Confirmation" on page 76.to complete conference setup.</li> </ol>

# Conferences with Extension List



The user may conference with an internal extension by following this procedure from conference setup mode:

<p>► <i>To conference using the extension list:</i></p>	
 <p>Figure. 105 Extension List</p>	<ol style="list-style-type: none"> <li>1. Press <b>CONF</b> in the Idle mode and observe that the screen shown in Figure 95 on page 75 displays.</li> <li>2. Press <b>EXT_#s</b> and observe that the screen shown in Figure 105 displays.</li> <li>3. Press the up or down <b>NAVIGATION</b> key to scroll to the desired extension entry, or press a dialing key to index into the list based on the first character entered.</li> <li>4. Press <b>SELECT</b> or <b>PHONE</b> and observe that the screen shown in Figure 106 displays.</li> </ol>
 <p>Figure. 106 Conference</p>	<ol style="list-style-type: none"> <li>5. Press <b>CONF</b> to start the conference.</li> <li>6. Once connected to Call B, the system goes to conference confirmation mode. In this mode, you may speak to the call recipient.</li> <li>7. Observe the Conference Confirmed screen shown in Figure 98 on page 76 displays.</li> </ol>





## Conference with Call Log

The user may conference with a number from the call log by following this procedure from conference setup mode:

<p>► <i>To conference using the Call Log:</i></p>	
 <p>Figure. 107 Call Log</p>	<ol style="list-style-type: none"> <li>1. Press CONF in the Idle mode and observe that the screen shown in Figure 95 on page 75 displays.</li> <li>2. Press <b>OPTIONS</b> and observe that the screen shown in Figure 107 displays.</li> <li>3. Press the down <b>NAVIGATION</b> button twice to highlight <b>Call Log</b> and press <b>SELECT</b> or press <b>3</b>.</li> <li>4. Observe that the screen shown in Figure 108 displays.</li> </ol>
 <p>Figure. 108 Call Log List</p>	<ol style="list-style-type: none"> <li>5. Press the up or down <b>NAVIGATION</b> key to scroll to the desired entry, or press a dialing key to index into the list based on the first character entered.</li> <li>6. Press <b>SELECT</b> or <b>PHONE</b>. and observe that the screen shown in Figure 106 on page 80 displays.</li> <li>7. Go to "Conference Confirmation" on page 76.to complete conference setup.</li> </ol>



## Conference with Redial List

The user may conference with a number from the redial list by following this procedure from conference setup mode:

<p>► <i>To conference using the Redial list:</i></p>	
 <p>Figure. 109 Redial</p>	<ol style="list-style-type: none"> <li>1. Press CONF in the Idle mode and observe that the screen shown in Figure 95 on page 75 displays.</li> <li>2. Press <b>OPTIONS</b> and observe that the screen shown in Figure 109 displays.</li> <li>3. Press the down <b>NAVIGATION</b> button twice to highlight <b>Redial</b> and press <b>SELECT</b> or press 4.</li> <li>4. Observe that the screen shown in Figure 110 displays.</li> </ol>
 <p>Figure. 110 Redial List</p>	<ol style="list-style-type: none"> <li>5. Press the up or down <b>NAVIGATION</b> key to scroll to the desired entry, or press a dialing key to index into the list based on the first character entered.</li> <li>6. Press <b>SELECT</b> or <b>PHONE</b>. and observe that the screen shown in Figure 106 on page 80 displays.</li> <li>7. Go to "Conference Confirmation" on page 76.to complete conference setup.</li> </ol>



## Conference with Park List

The user may conference with a number from the park list by following this procedure from conference setup mode:

<p>► <i>To conference using the Park list:</i></p>	
 <p>Figure. 111 Park List</p>	<ol style="list-style-type: none"> <li>1. Press CONF in the Idle mode and observe that the screen shown in Figure 95 on page 75 displays.</li> <li>2. Press <b>OPTIONS</b> and observe that the screen shown in Figure 111 displays.</li> <li>3. Press the down <b>NAVIGATION</b> button twice to highlight <b>Park List</b> and press <b>SELECT</b> or press 2.</li> <li>4. Observe that the screen shown in Figure 112 displays.</li> </ol>
 <p>Figure. 112 Park List Entry</p>	<ol style="list-style-type: none"> <li>5. Press the up or down <b>NAVIGATION</b> key to scroll to the desired entry, or press a dialing key to index into the list based on the first character entered.</li> <li>6. Press <b>SELECT</b> or <b>PHONE</b>. and observe that the screen shown in Figure 106 on page 80 displays.</li> <li>7. Go to "Conference Confirmation" on page 76.to complete conference setup.</li> </ol>

## Conference with Directory



The user may conference with a number from the directory by following this procedure from conference setup mode:

<p>▶ <i>To conference with directory:</i></p>	
 <p>Figure. 113 Directory List</p>	<ol style="list-style-type: none"> <li>1. Press <b>CONF</b> in the Idle mode and observe that the screen shown in Figure 95 on page 75 displays.</li> <li>2. Press <b>DIR</b> and observe that the screen shown in Figure 113 displays.</li> <li>3. Press the up or down <b>NAVIGATION</b> key to scroll to the desired entry, or press a dialing key to index into the list based on the first character entered.</li> <li>4. Press <b>SELECT</b> or <b>PHONE</b>. and observe that the screen shown in Figure 114 displays.</li> </ol>
 <p>Figure. 114 Confirm Conference</p>	<ol style="list-style-type: none"> <li>5. Go to "Conference Confirmation" on page 76.to complete conference setup.</li> </ol>



## Conference with Quick Dial

The user may conference with a quick dial number by following this procedure from conference setup mode:

<p>► <i>To conference using Quick Dial:</i></p>	
 <p>The screenshot shows a menu titled "QUICK" with a signal strength indicator and the date "01/08". Below the title is a list of quick dial entries: "1 -- Kate", "2 -- Enrico", "3 -- Doug", "4 -- &lt;Empty&gt;", "5 -- Titan", and "6 -- &lt;Empty&gt;". At the bottom of the screen are two buttons: "HELP" and "CANCEL".</p>	<ol style="list-style-type: none"> <li>1. Press CONF in the Idle mode and observe that the screen shown in Figure 95 on page 75 displays.</li> <li>2. Press and hold <u>QUICK</u> and observe that the screen shown in Figure 115 displays.</li> <li>3. Press the up or down <b>NAVIGATION</b> key to scroll through quick dial entries.</li> <li>4. Press <b>SELECT</b> or <b>PHONE</b>. and observe that the screen shown in Figure 116 displays.</li> </ol>
<p>Figure. 115 Quick List</p>	
 <p>The screenshot shows a screen titled "James Holden" with a signal strength indicator. Below the title, it says "Conference with: Kate" and "9-604-265-7854". Below this information, it says "Press CONF to complete". At the bottom of the screen are two buttons: "CONF" and "CANCEL".</p>	<ol style="list-style-type: none"> <li>5. Go to "Conference Confirmation" on page 76.to complete conference setup.</li> </ol>
<p>Figure. 116 Confirm Conference</p>	



CHAPTER  
9  
**TROUBLESHOOTING**

If you have difficulty operating your SB67040 Remote Handset, try the suggestions in Table 6.



Note For customer service or product information, visit our website at [www.telephones.att.com](http://www.telephones.att.com) or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

**Table 6 SB67040 Remote Handset Problem Resolutions**

Symptom	Probable Cause	Corrective Action
My SB67030 Desk Set does not work at all.	No power to the Desk Set.	<p>Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.</p> <p>Unplug the unit? electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to three minutes for the Internet radio to boot up.</p> <p>Make sure the sufficient batteries are used and installed correctly</p>



**Table 6 SB67040 Remote Handset Problem Resolutions**

Symptom	Probable Cause	Corrective Action
		Remove and re-insert the batteries. If that still does not work, it may be necessary to purchase a new battery.

## Important safety instructions

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:

- n Read and understand all instructions.
- n Follow all warnings and instructions marked on the product.
- n Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- n Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- n Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
- n Slots and openings in the back or bottom of the unit are provided for ventilation. To protect it from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
- n 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, consult your dealer or local power company.
- n Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.



- n Never push objects of any kind into this product through the slots in the unit because it may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- n To reduce the risk of electric shock, do not disassemble this product, but 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.
- n Do not overload wall outlets and extension cords.

Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- n When the power supply cord or plug is damaged or frayed.
- n If liquid has been spilled onto the product.
- n If the product has been exposed to rain or water.
- n If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation 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.
- n If the product has been dropped and the unit has been damaged.
- n If the product exhibits a distinct change in performance.
- n 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/cabinet outlet.

## Maintenance

Your SB67040 Remote Handset contains sophisticated electronic parts, so it must be treated with care.

### Avoid rough treatment

Handle the unit gently. Save the original packing materials to protect your telephone if you ever need to ship it.



## Avoid water

Your unit can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

## Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take 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. Do not use excess water or cleaning solvents of any kind.

## Warranty

## Technical Specifications

I Selects the highlighted item.



Note

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*Tip*

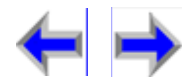


*CAUTION*



*WARNING*





# GLOSSARY

## **CA** – Call Appearance

Call Appearance represents call presence on the Synapse system. The number of call appearance buttons on the desktop dictates the number of calls on the system the User can have directed to them. On the Cordless handset Call Appearance is different because of the lack of dedicated CA buttons.

## **CD Handset** – Corded Handset

## **CS** – Cordless Handset

## **DS** – Desk Set

## **HL** – Highlight

Highlight refers to a reverse bar in the display that brings focus of the user to a listed item.

## **HK** – Hard Key

## **PK** – Programmed Key

## **ACTIVE CALL**

Active Call is a state that occurs after the system has dialed out the dialing digits. The system will assume this as a connected state even though a connection may not be set up with the far-end. Active call state also applies when the user answers an incoming call.



## DIAL

Dial state refers to an intermediary state that occurs after the user has request a calling line by going off hook. As the user enters dialing digits, the System checks whether the dialing rules are met. The System will then dial the digit string. The state then changes from **DIAL** to **Active Call**.

## Held Calls

Held Calls are calls that are placed on hold at the extension by the user. The system can automatically hold a call based on Call Appearance rules.

## IDLE

Idle refers to a state where the extension does not have any **Active** or **Held Calls**.





