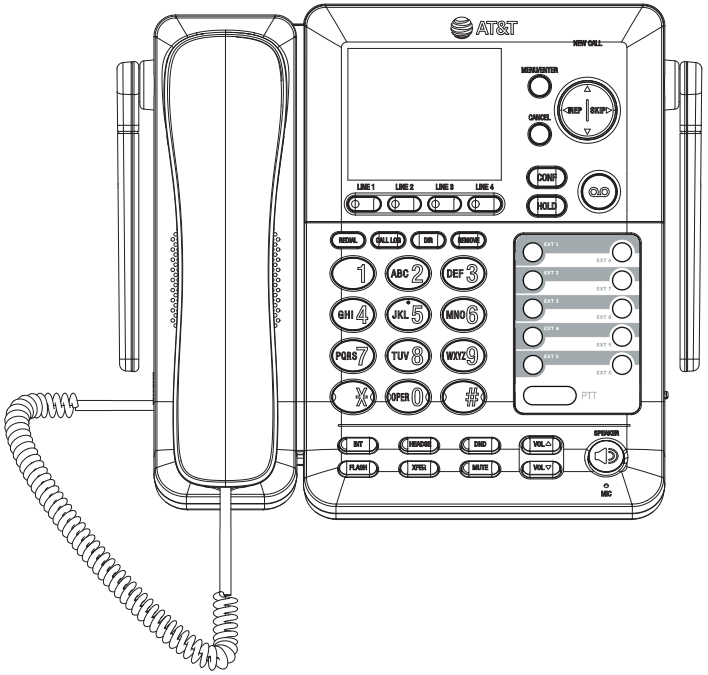
AT&T

User's manual

SynJ2 SB67258
DECT 6.0 4-line corded/cordless small business system



Congratulations

on your purchase of this AT&T product. Before using this AT&T product, please read the **Important safety information** on pages 89-90 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. You can also visit our website at **https://telephones.att.com** or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**.

Model number: SynJ2 SB67258

Type: DECT 6.0 4-line corded/cordless small business system

Serial number: _____

Purchase date: _____

Place of purchase: _____

Both the model and serial numbers of your AT&T product can be found on the bottom of the telephone base.

Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.

Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.

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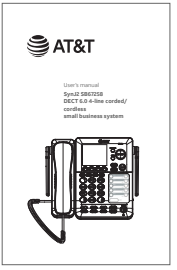
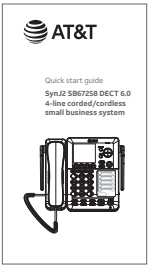
Parts checklist

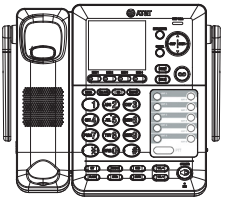
Check to make sure the telephone package includes the following items:



SynJ SB67158
User's manual

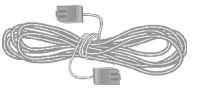


SynJ SB67158
Quick start guide

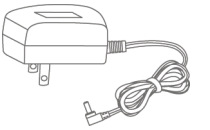


Telephone base

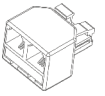
Handset with coiled
cord installed



Two telephone line cords
(4-conductor)



Telephone base
power adapter

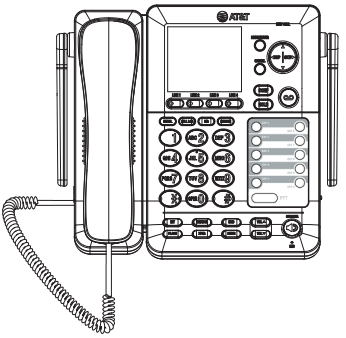


2 Line splitters

Audio cable

User's manual

SynJ2 SB67258
DECT 6.0 4-line corded/cordless small business system



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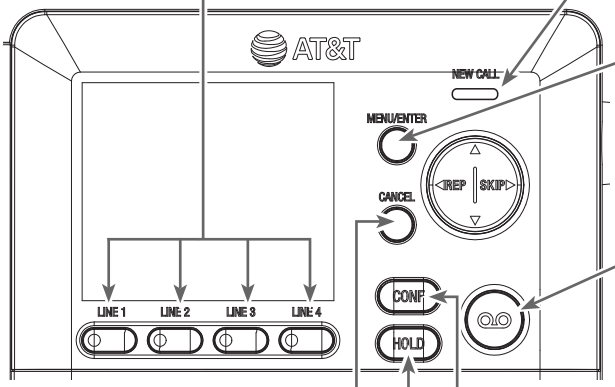
Quick reference guide

LINE 1-LINE 4 keys

Press to make or answer a call on the desired line (pages 43-45).

NEW CALL indicator

On when there are new or missed calls (page 67).



MENU/ENTER

Press to enter the menu. While in the menu, press to select an item or save an entry or setting.

(Messages)

When in idle mode, press to enter the general mailbox menu (page 77).

CONF

Press to add another extension or outside line to an existing call (pages 50-51).

EXIT

While in a menu, press to cancel an operation and exit the menu display.

HOLD

Press to place an outside call on hold (page 49).

Navigation keys

While in menus, press ▲ or ▼ to scroll through the menus, highlight items or change settings. Press ◀**REP** to return to the previous menu.

While entering names or numbers, press ◀**REP** or **SKIP**▶ to move the cursor to the left or right.

While playing back messages, press ◀**REP** once to repeat the message, or press ◀**REP** twice to hear the previous message, or press **SKIP**▶ to skip to the next message.

Quick reference guide

CALL LOG

Press to view caller ID information (page 67).

PAUSE/REDIAL

Press repeatedly to view the last 10 numbers dialed (page 45).

While entering digits, press to insert a dialing pause (page 61).

DIR

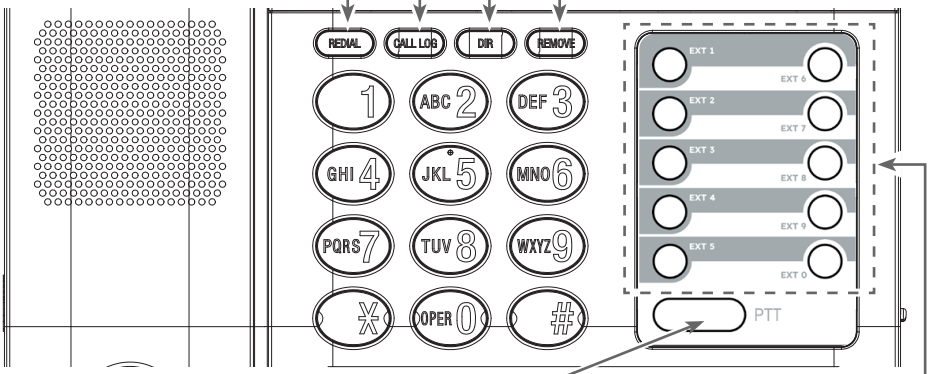
Press to view directory information (page 62).

REMOVE

While playing a message, press to delete the message (page 78).

While reviewing the caller ID information, directory entry, or last redial number, press to delete an individual entry (page 68, page 64 and page 45, respectively).

While predialing, press to delete digits (page 44).



PTT

Press to page all extensions. An intercom connection is established with the first extension that answers (page 53).

Press and hold to broadcast your voice to all extensions (page 57).

One-touch keys, EXT 1-0

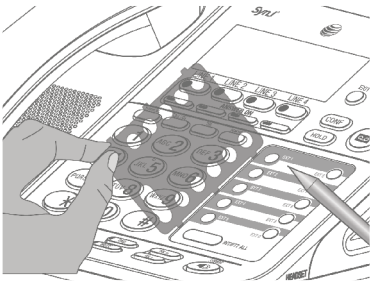
Press to intercom with the desired cordless extension number (page 53).

Press and hold to broadcast your voice to that extension (page 57).

Directory card

To write names on the directory card, follow the steps mentioned below:

1. Remove the clear plastic cover by inserting the tip of a small item, such as a paper clip, into the hole at the top edge of the cover.
2. Pull out the directory card.
3. Write the information on the directory card.
4. Replace the directory card and the plastic cover.



Quick reference guide

HEADSET

When a corded headset is connected to the telephone base, press to get a line, answer a call or hang up (pages 41-42). The red indicator is on when the headset is in use.

INT

When in idle mode, press to initiate an intercom call (page 53).

MUTE

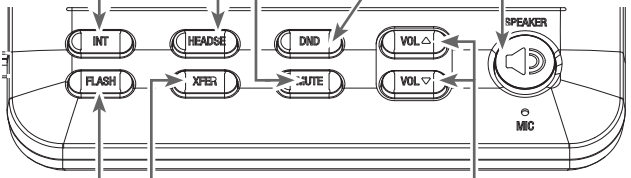
During a call, press to mute the microphone (page 49). During an incoming call, press to mute the ringer (page 45).

DND (do not disturb)

Press twice to turn the feature on. Press again to turn off (page 17).

SPEAKER

Press to turn on the speakerphone. Press again to turn it off (page 44).



FLASH

During a call, press to answer an incoming call when you receive a call waiting alert (page 46).

XFER (transfer)

Press to transfer a call to an extension (page 55).

Press to transfer messages from the general mailbox to a handset mailbox (page 79).

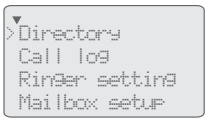
VOL▲/VOL▼

During a call, press to adjust the listening volume (page 16).

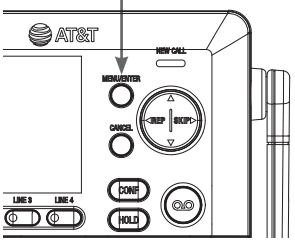
During message playback, press to adjust the playback volume (page 78).

Main menu

The **>** symbol highlights a menu item.



Menu



Main menu

- Directory (pages 59-64)
- Call log (pages 62-69)
- Ringer setting (pages 15-17)
- Mailbox setup (pages 31-36)
- Base setup (pages 18-26)
- COVM (page 52)
- Speed dial setup (page 40)
- Customer support (page 40)
- Registration (pages 10-13)

Using menus

- Press **MENU/ENTER** to show the first menu item, **Directory**.
- Press ▲ or ▼ to scroll through menu items.
- Press **MENU/ENTER** to select or save changes to a highlighted menu item.
- Press **EXIT** to cancel an operation, exit the menu display or return to the idle screen.
- Press ◀**REP** to back up to the previous menu.

Installation

Install the telephone base close to a telephone jack and a power outlet not controlled by a wall switch. The telephone base should be placed on a flat surface. For optimum range and better reception, place the telephone base in a central and open location.

If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, you must install a DSL filter between each telephone line cord and telephone wall jack (page 7). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Your product may be shipped with a protective sticker covering the telephone base and handset displays - remove them before use.

For customer service or product information, visit our website at **https://telephones.att.com** or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**.

Avoid placing the telephone base too close to:

- Communication devices such as television sets, VCRs, or other cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of a washing machine or work bench.

Planning your system

The SynJ2 SB67258 system supports a maximum of four external lines, which are provided by your telephone service provider.

You can expand the system by adding a combination of up to 10 additional cordless handsets (AT&T model SynJ2 SB67208), desksets (AT&T model SynJ2 SB67248), and one cordless headset (AT&T model TL7600). The system automatically assigns an extension number to each device you add.

You can use a DECT 6.0 repeater (AT&T model SynJ2 SB67228) to extend the operating range for cordless handsets to cover areas where the signal is very weak or not available.

NOTES:

- If you have two or three telephone lines, you will need one two-line adapter for every two lines. If you have four telephone lines, you will need two two-line adapters.
- If your establishment has four telephone lines from one-line telephone jacks, you will need to purchase a telephone line cord (purchased at an electronics store in your area) or equivalent for each two-line adapter.
- If you have high-speed Internet service (DSL - digital subscriber line), you need to have an external or internal DSL splitter for each telephone line installed at your location by your DSL provider.

IMPORTANT INFORMATION

For complete instructions on using accessory cordless handsets or headsets, please refer to the appropriate manual.

Purchase any desired accessories:

- Cordless handsets (AT&T model SynJ2 SB67208)
- DECT 6.0 expansion desksets (AT&T model SynJ2 SB67248)
- Cordless headsets (AT&T model TL7600)
- DECT 6.0 repeaters (AT&T model SynJ2 SB67228)
- Additional telephone line cords

To order these accessories or to view the manuals, visit our website at **https://telephones.att.com**, or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**.

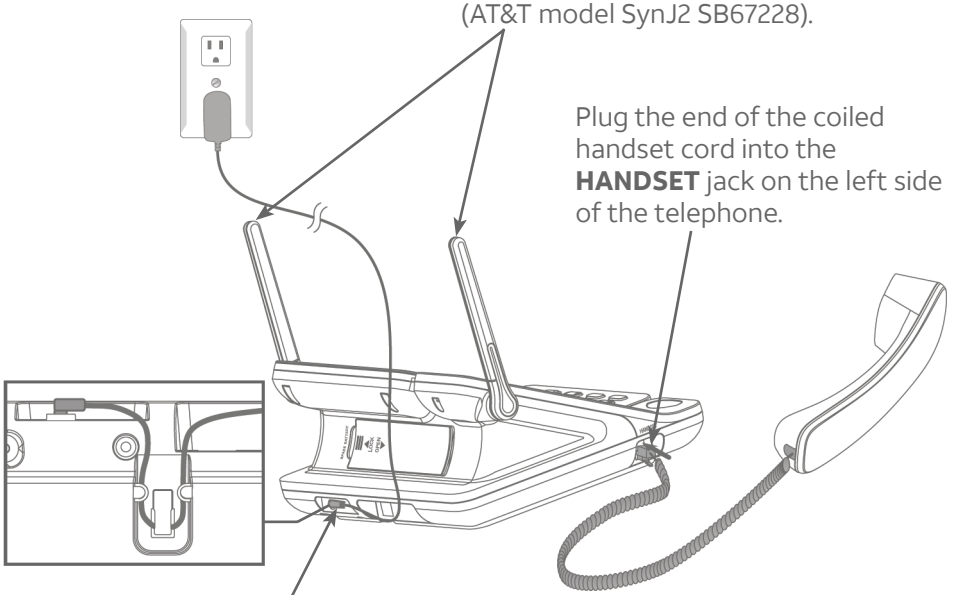
Telephone base installation

To connect the corded handset and power adapter to the telephone base

Plug the large end of the power adapter into a power outlet not controlled by a wall switch.

Raise the two antennas for optimum wireless range and performance. For greater range, add optional repeaters (AT&T model SynJ2 SB67228).

Plug the end of the coiled handset cord into the **HANDSET** jack on the left side of the telephone.



Plug the small end of the power adapter into the power jack at the bottom of the telephone base. Route the power adapter cord through the slot on the bottom of the telephone.

NOTE: For complete instructions on installing the cordless handset, see **Add and register handsets** on page 10 of this user's manual, or refer to the SynJ2 SB67208 user's manual. For complete instructions on installing the expansion deskset, see **Add and register desksets** on page 11 of this user's manual, or refer to the SynJ2 SB67248 user's manual. You can visit **https://telephones.att.com/product-support/manuals** to download the user's manuals.

IMPORTANT INFORMATION

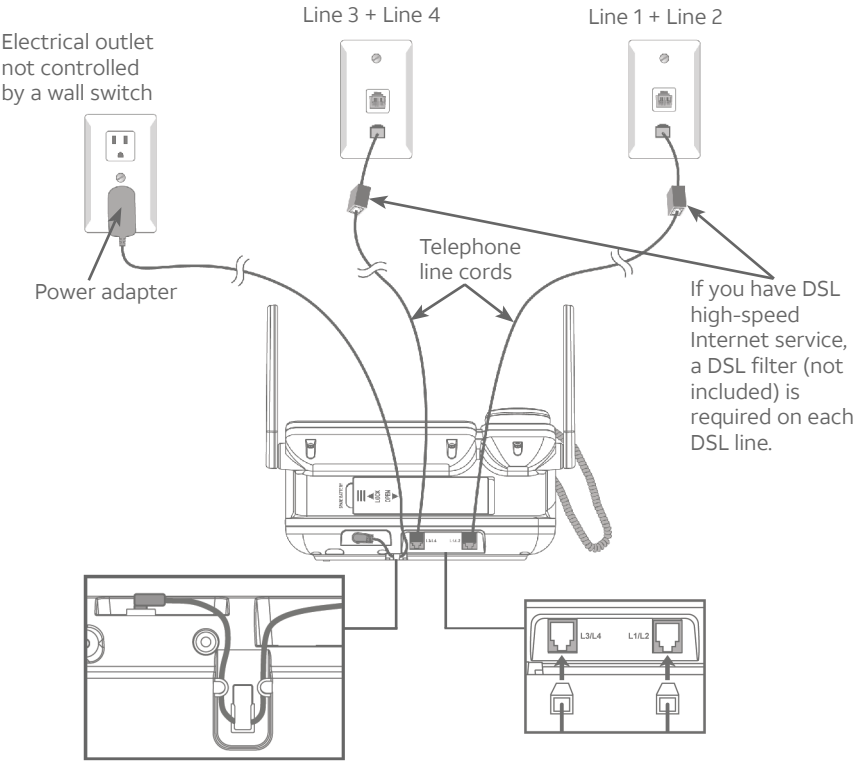
1. Use only the power adapter supplied with this product. To order a replacement power adapter, visit our website at **https://telephones.att.com**, or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**.
2. The power adapter is intended to be correctly oriented in a vertical or floor mount 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.

Telephone base installation

To connect the telephone line cords to the telephone base

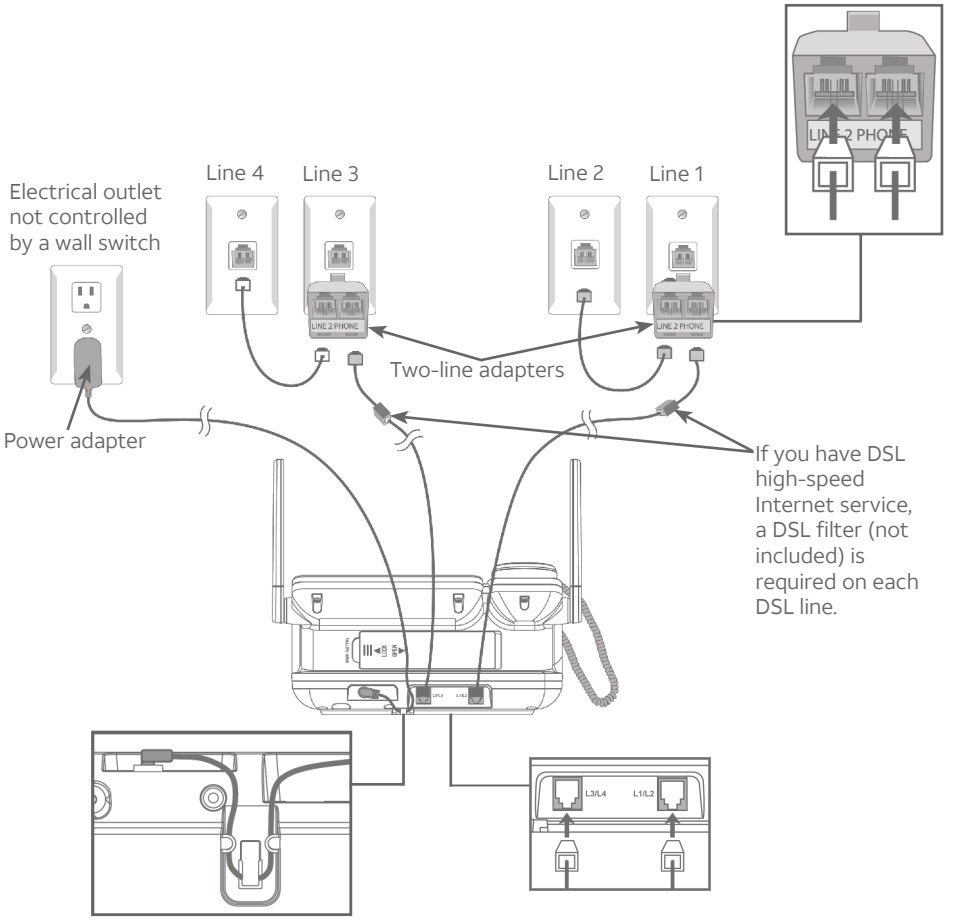
If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, you must install a DSL filter between each telephone line cord and telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Install the telephone line cords, as shown below:



Option 1: To connect two 2-line wall jacks

Telephone base installation



Option 2: To connect four one-line wall jacks

NOTES:

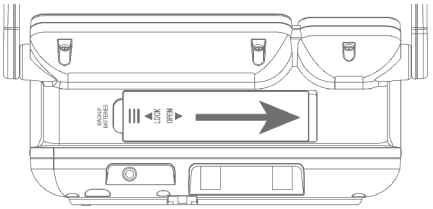
1. If you have three one-line wall jacks, you need a two-line adapter for two of the lines.
2. The long cords supplied with the telephone are four-conductor cords.

Optional backup battery installation

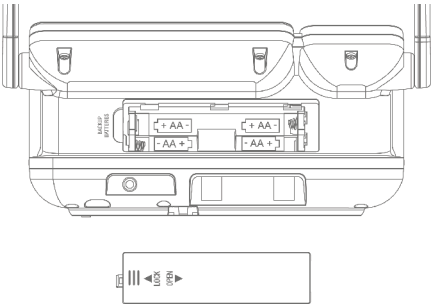
In the event of a power failure, if four AA batteries (purchased separately) are installed in the telephone, your telephone base can still operate. All lines will work.

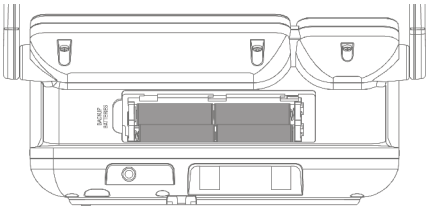
If power fails during a call on the telephone base, the call continues until you hang up. If power fails during a call on a handset, you can still make and answer calls. During a power failure, although the screen backlight is off, you can still make and answer calls. If the power resumes while you are on a call, the call continues.

Install the batteries, as shown below:

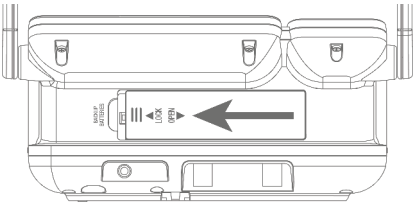


Step 1 Open the backup battery compartment cover.





Step 2 Place the batteries in the compartment following the polarity label **+/-**.



Step 3 Align the cover flat against the battery compartment, then slide it to the left until it clicks into place to lock the cover.

NOTES:

1. Use disposable AA alkaline batteries only. Do not use rechargeable batteries.
2. When the backup battery is in low battery mode, the screen displays **Low battery**.

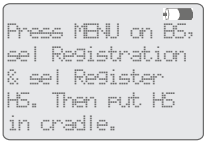
Expand your telephone system

Your telephone can support a maximum of 10 handsets/desksets, or 9 handsets/desksets and one cordless headset. You can add handsets, desksets, and one headset (AT&T models SynJ2 SB67208, SynJ2 SB67248 and TL7600, sold separately) to the SynJ2 SB67258 at any time, but each new handset/deskset or headset must be registered to the telephone base before use. You must register each handset, deskset and headset separately.

Add and register handsets

Additional handsets are assigned numbers in the order they are registered (**Handset 1** to **Handset 10**).

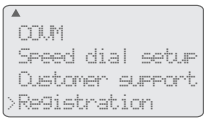
If the handset does not have enough power to proceed with the registration, you need to charge the new handset for at least five minutes (see **Battery installation and charging** in the SynJ2 SB67208 cordless handset manual). Start registration when the handset screen shows **Press MENU on BS, sel Registration & sel Register HS. Then put HS in cradle.**.

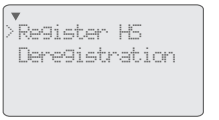


To register a cordless handset to your telephone base

1. Make sure the handset is out of the charger and the screen shows **Press MENU on BS, sel Registration & sel Register HS. Then put HS in cradle.** before you begin registration.
2. On the telephone base, press **MENU/ENTER.**
3. Scroll down to **Registration** and press **MENU/ENTER**.
4. Press **MENU/ENTER** again to select Register HS. The telephone base screen shows Registering new device....
5. Place the unregistered handset into the charger. The handset beeps once and begins registering to the telephone base. It takes up to 60 seconds to complete the registration. There is a beep sound when the registration is successful. The telephone base shows Handset registered and then the handset shows **X:Handset X** (**X** represents the handset number [**1**-**0**]; **Handset X** represents the handset name).

SB67258:





SB67208:

NOTES:

1. If the registration is not successful, the telephone base screen displays **Registration failed** with an error tone. To reset the handset, remove the handset from the cradle. Try the registration process again.
2. Make sure to remove all unregistered system handsets or cordless headset from the cradles before registering a new handset.

Add and register desksets

Additional desksets are assigned numbers in the order they are registered (**Deskset 1** to **Deskset 10**).

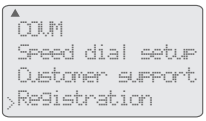
Start registration when the deskset screen shows **Press MENU on MAIN base, select Registration & then Register HS. Then press Start.**

To register a deskset to your telephone base

1. The SynJ2 SB67248 deskset shows **Press MENU on Main base, select Registration & then Register HS. Then press Start.** before you begin registration.
2. On the main telephone base, press **MENU/ENTER.**
3. Scroll down to **Registration** and press **MENU/ENTER**.
4. Press **MENU/ENTER** again to select Register HS.
5. Press the **Start** softkey on the unregistered deskset. The telephone base screen shows Registering new device.... It takes up to 60 seconds to complete the registration. You hear a beep when the registration is successful. The telephone base shows Deskset registered and the deskset shows **X:Deskset X** (**X** represents the extension number [**1**-**0**]; **Deskset X** represents the deskset name).

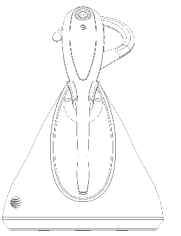
NOTE: If the registration is not successful, the telephone base screen displays **Registration failed** with an error tone. Try the registration process again.

SB67258:



SB67248:

Add and register a cordless headset

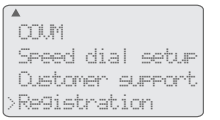


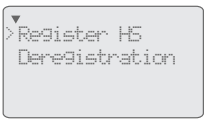
You can use this phone handsfree when you register a DECT 6.0 cordless headset (AT&T model TL7600, sold separately) to the telephone base. You can only register one cordless headset to the telephone base. The cordless headset must have a charged battery. Make sure the headset battery is properly installed.

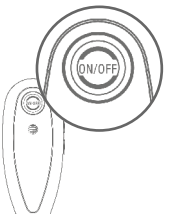
Place the headset in the headset charger and note the color of the **ON/OFF** button. If the button flashes a blue and orange light twice every five seconds, the headset is unregistered. If the button shows a constant blue light, the headset is registered. You need to deregister the headset before you can register it to the SynJ2 SB67258. See the deregistration instructions in the user's manual of the telephone to which it is currently registered. See page 84 for instructions on using the cordless headset with this telephone.

To register a cordless headset to your telephone base

1. Place the headset in the headset charger and allow it to charge for at least five minutes before beginning registration. Make sure the headset is out of the headset charger before you begin registration.
2. On the telephone base, press **MENU/ENTER**.
3. Scroll down to **Registration** and press **MENU/ENTER**.
4. Press **MENU/ENTER** again to select **Register HS**. The telephone base shows Registering new device.... It takes up to 60 seconds to complete the registration.
5. Place the headset into the cradle. The telephone base shows Cordless headset registered and beeps when the registration is successful.
6. Lift the headset, then press the headset **ON/OFF** button. If you hear a dial tone and the extension icon appears on the telephone base, the registration was successful.







If there is no dial tone, or the **ON/OFF** light on the headset flashes twice every five seconds, the registration was not successful. Remove the headset from the headset charger and repeat the registration process again, starting with Step 2, as mentioned above.

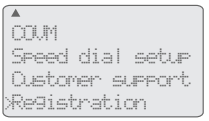
If you have a dial tone but an extension number other than 0 displays on the telephone base, the headset is registered as a handset and will not function properly. If this is the case, you must deregister and start over. See Deregister devices on the next page.

Deregister devices

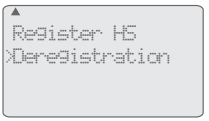
If you already have 10 registered devices and need to replace or add a new device, or if you wish to change the assigned extension numbers of your devices, you must first deregister the desired device(s) first, then register the device(s) you wish to use, one at a time. Deregistering a cordless handset or deskset does not remove the data saved on that device. **Please read all the instructions on this page before beginning the deregistration process.**

Please make sure the telephone system is not in use before deregistration. To deregister a single device or all devices registered to the telephone base:

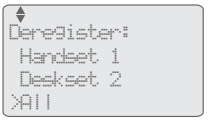
1. On the telephone base, press **MENU/ENTER**.



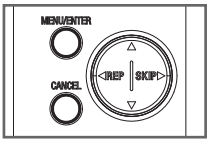
2. Scroll down to **Registration** and press **MENU/ENTER**.
3. Scroll down to **Deregistration** and press **MENU/ENTER**.



4. The telephone base screen shows **Deregister:**.
   - If you want to deregister a single device, scroll to choose the desired device, then press **MENU/ENTER**.
   - If you want to deregister all devices, scroll to choose **All**, then press **MENU/ENTER**.



5. For deregistration of a single device, the telephone base screen prompts if you want to deregister that device. If you selected all devices, it shows **Deregister All? <=No >=Yes**. Press ◀**REP** to exit or press **SKIP**▶ to continue the deregistration.



6. If you press **SKIP**▶, the telephone base shows **Deregistering**. It takes up to 10 seconds to complete the deregistration. When the deregistration is successful, there is a confirmation tone and the telephone base shows the deregistration completion message.

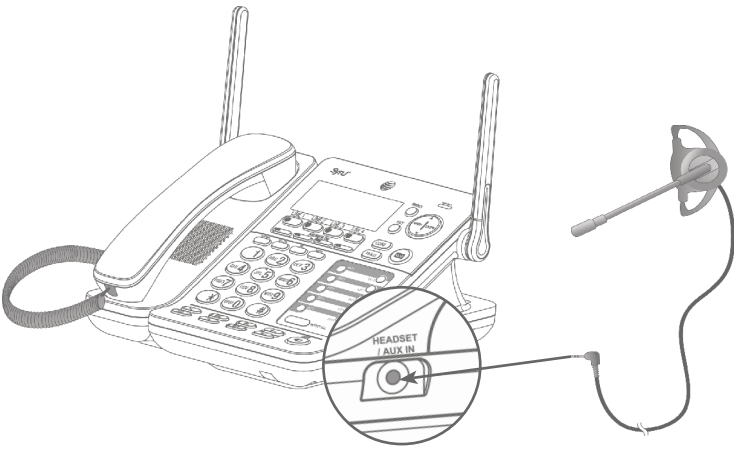
NOTES:

1. If the deregistration process is not successful, you might need to reset the system and try again. To reset, you can press **EXIT** on the telephone base. You can also reset the telephone base by unplugging the power from the telephone base and plugging it back in.
2. To register a cordless handset again, refer to the registration information on page 10.
3. To register an expansion deskset again, refer to the registration information on page 11.
4. To register a cordless headset again, refer to the registration information on page 12.

Add a corded headset

You can use this telephone handsfree when you install any industry-standard 2.5mm corded telephone headset (purchased separately). For best results, use an AT&T 2.5mm corded headset. To purchase a headset, visit our website at **https://telephones.att.com**, or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**. See page 44 for instructions on using the corded headset with this telephone.

To add a corded headset to the telephone base



Plug a 2.5 mm headset into the **HEADSET/AUX IN** jack on the side of the telephone base.

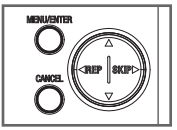
Side view of the telephone base

NOTE: If you have corded and cordless headsets connected to your telephone base, the **HEADSET** button only controls the corded headset.

Telephone base setup

Menu settings

Use this feature to use the menus to change the telephone base settings.



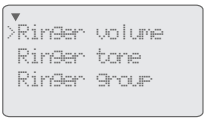
1. Press **MENU/ENTER** when in idle mode (when the telephone is not in use) to enter the main menu.
2. Press ▲ or ▼ to scroll to the feature to be changed. The **>** symbol indicates the selected menu item.
3. Press **MENU/ENTER** to select the menu item.
4. Press **EXIT** to exit setup without making changes.

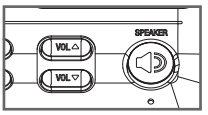
NOTE: Press **EXIT** to cancel an operation, exit the menu display, or return to idle mode.

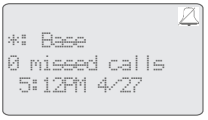
Ringer volume

Use this feature to set the ringer volume to one of three levels or turn the ringer off. When the ringer is off, the 🔕 icon appears on the telephone base screen.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Ringer setting**. Press **MENU/ENTER**.
3. Press **MENU/ENTER** again to select **Ringer volume**.
4. Press ▲, ▼, **VOL▲** or **VOL▼** on the telephone base to adjust the ringer volume.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.



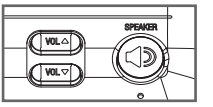




NOTE: The ringer volume also determines the ringer volume for intercom calls (page 53). If the telephone base ringer volume is set to off, that telephone base is silenced for all incoming calls, including intercom calls.

Telephone base setup

Volume control



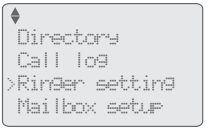
Use this feature to independently set the listening volume to one of five levels for each of the three listening options (corded handset, speakerphone and corded headset). While using each, press ▲, ▼, **VOL▲** or **VOL▼** to adjust the listening volume.

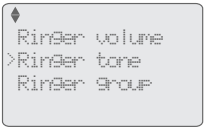
While adjusting the volume on the corded handset or the corded headset, you hear a triple beep when you reach the minimum or maximum volume setting.

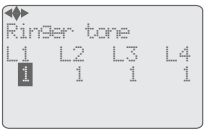
The SynJ2 SB67258 telephone base stores the volume setting for each listening option.

Ringer tone

Use this feature to choose one of the seven ringer tones for incoming calls. You can choose different ringer tones for different lines so you can easily identify which line is ringing.







1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Ringer setting**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Ringer tone**. Press **MENU/ENTER**.
4. Press **◀REP** or **SKIP▶** to select the desired line (**L1**, **L2**, **L3** or **L4**).
5. Press ▲ or ▼ to select a desired ringer tone.
6. Repeat steps 4-5 to choose ringer tones for other lines, if desired.
7. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.

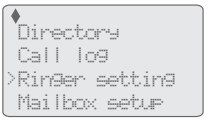
NOTE: If you turn off the ringer volume, you will not hear ringer tone samples.

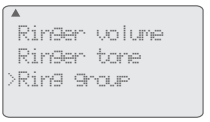
Telephone base setup

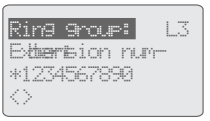
Ring group

Use this feature to specify which extensions will ring when there is an incoming call on a certain telephone line. There are four ring groups – one for each line. By default, both the telephone base and all extensions will ring for all ring groups. You can exclude some extensions from a line's ring group; however, they can still be used to make outgoing calls.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Ringer setting**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Ring group**. Press **MENU/ENTER**.
4. Press ◀**REP** or **SKIP**▶ to select a desired line (**L1**, **L2**, **L3** or **L4**) while **Ring group** flashes.
5. Press ▲ or ▼ to scroll to **Extension number:**. Use the dial pad to press the number of the extension (*****,**1**,**2**,**3**,**4**,**5**,**6**,**7**,**8**,**9**,**0**) that you want to delete, or press the number again to add it back to the ring group.
6. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.







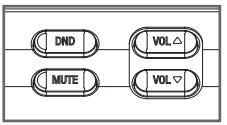
NOTES:

1. The symbol ✱ represents the telephone base; **0** represents extension 10.
2. Ringer and caller ID information are disabled for the extension(s) excluded from the ring group on the selected line.
3. Excluded extensions will be replaced with a dash.

Do not disturb (DND)

Use this feature to silence your telephone base. When you activate the do not disturb function, the 🔔 icon appears on the telephone base screen and you will not hear paging tones, voice paging or incoming call rings.

Instead, the **LINE 1**-**LINE 4** indicator flashes to signal an incoming call. If you receive an intercom call, the extension number of that intercom call appears on the screen display.



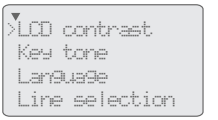
1. Press **DND** twice to prevent interruptions. The **DND** indicator turns on.
2. Press **DND** again to resume normal call alerts. The **DND** indicator turns off.

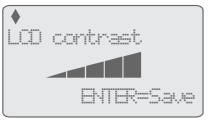
Telephone base setup

LCD contrast

Use this feature to adjust the screen contrast to one of six levels to optimize readability in different lighting conditions.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**, press **MENU/ENTER**.
3. Press **MENU/ENTER** again to select **LCD contrast**.
4. Press ▲ or ▼ to adjust the screen contrast level. The screen display temporarily fades away as you press ▼ and reappears as you press ▲.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit, press **EXIT**.





Key tone

Use this feature to turn the key tone on and off. The telephone base is factory set to beep with each key press. You can turn off this beep sound by turning the key tone off.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Key tone**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **On** or **Off**.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.

Language

Use this feature to change the display language that is used in all menus and screen displays. Set the display language on the telephone base and each extension separately. This telephone comes factory set for English displays.

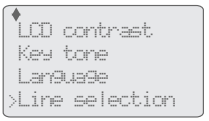
1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Language**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to select **English**, **Español** or **Français**.
5. Press **MENU/ENTER** again to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.

Telephone base setup

Line selection

Use this feature to select the default telephone line to be used when you make outgoing calls. This telephone comes factory set for **Auto** selectable line, which chooses the first available line for making a call. To select a particular line, choose Line 1, Line 2, Line 3 or Line 4.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Line selection**. Press **MENU/ENTER**.



4. Press ▲ or ▼ to select **Auto**, **Line 1**, **Line 2**, **Line 3** or **Line 4**.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.

Set line mode

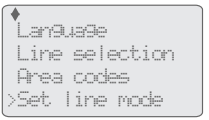
Use this feature to individually select the line mode for each available telephone line. For the system to behave properly, it needs to be set for:

a) **PBX** lines, which are typical business telephone systems that require you to dial **8** or **9** to get an outside line.

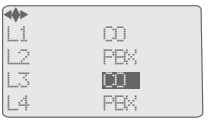
-OR-

b) **CO** lines, which are standard residential telephone lines.

This telephone comes factory set for **PBX** lines.



1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Set line mode**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to a desired line (**L1**, **L2**, **L3** or **L4**).



5. Press ◀**REP** or **SKIP**▶ to select **PBX** or **CO**.
6. Repeat Steps 4 and 5 to choose the line mode for other lines, if desired.
7. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.

Telephone base setup

Area codes

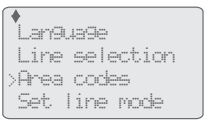
Use this feature to program this system to recognize one home area code and up to four local area codes. This feature makes it easy for you to place a call from the caller ID log.

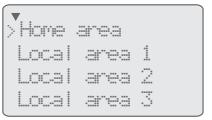
If you dial seven digits to make a local call (no area code required), enter your area code into the telephone as the home area code. When you receive a call from within your home area code, the caller ID information only displays the seven digits of the telephone number, and when you dial from the call log, only seven digits are dialed.

If you must dial 10 digits (the area code and telephone number) for local calls, enter **000** for the home area code and enter your area code as a local area code. Then, if you receive a call from within your area code, the screen displays all 10 digits of the telephone number, and when you dial from the call log, all 10 digits are dialed.

If you have more than one area code for your region, enter those area codes as local area codes.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Area codes**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **Home area** or **Local area 1**-**Local area 4**. Press **MENU/ENTER** to edit it.
5. Use the dial pad keys to enter a three-digit area code. Enter **000** for your home area code if you always dial ten-digit numbers. Press ◀**REP** or **SKIP**▶ to scroll to the digit you want to edit, or press **REMOVE** once to delete a digit; press and hold **REMOVE** to delete all digits.
6. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.

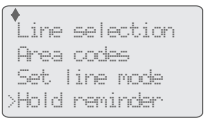




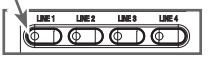
Telephone base setup

Hold reminder

When there is a call on hold for more than three minutes, the telephone base gives you a triple beep every 30 seconds. You can set its volume to one of the three levels or turn the hold reminder off.



Flashing

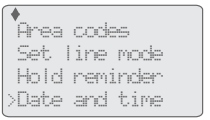


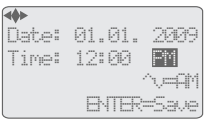
1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Hold reminder**. Press **MENU/ENTER**.
4. Press ▲ or ▼, **VOL▲** or **VOL▼** to adjust the volume or turn the setting off.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.

Set date and time

The answering system displays the date and time of the message while playing messages. Before using the answering system, set the date and time as follows. If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call. The year must be set so that the day of the week can be calculated from the caller ID information.

Follow the steps to set the month, day, year and time:





1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Date and time**. Press **MENU/ENTER**.
4. Using the dial pad to enter the date. Press **◀REP** or **SKIP▶** to scroll to the item you want to edit, and press the dial pad keys to enter the correct digit.
5. Press ▼ to move to the time editing.
6. Press ▲ or ▼ to select **AM** or **PM**.
7. Press **◀REP** or **SKIP▶** to scroll to the item you want to edit, and press the dial pad to enter the correct digit.
8. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.

NOTES:

1. The time is in a 12-hour clock format. If you set an invalid time, you will hear an error tone while pressing **MENU/ENTER** to save the setting. The error tone means the setting cannot be saved. You need to correct the time entry to continue the setup process.
2. If the date and time are not set when a message is recorded, the system does not display date and time on the screen while playing messages.

Telephone base setup

Music on hold (M.O.H.)

You can choose what callers hear when placed on hold. M.O.H. is set to on by default.

You have four options:

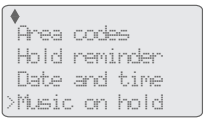
- If you want callers you place on hold to hear nothing, turn M.O.H. off.
- If you want callers on hold to hear the default music that comes with the telephone, turn M.O.H. on but do not record your own music or voice message.
- If you want callers on hold to hear audio that you record onto the telephone, see the instructions on pages 24-25.
- If you want callers to hear audio directly streamed into the telephone, connect an audio source such as a computer, MP3 player or radio to the telephone base (page 26).

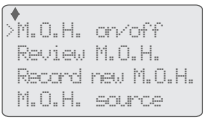
Turn M.O.H. on or off:

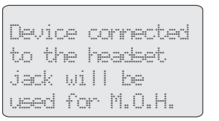
1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Music on hold**. Press **MENU/ENTER**.
4. Press **MENU/ENTER** again to select **M.O.H. on/off**.
5. Press ▲ or ▼ to highlight **On** or **Off**.
6. If you select **On** and the source is **Recorded M.O.H.**, when you press **MENU/ENTER** to save the setting, **Music on hold: On** displays.
   -OR-
   If you select **On** and the source is **Aux In Device** with an audio device connected, when you press **MENU/ENTER** to save the setting, **Device connected to the headset jack will be used for M.O.H.** displays.

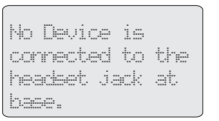
The screen returns to the previous menu. To exit without making changes, press **EXIT**.

NOTE: If M.O.H. is turned on, you cannot make any changes to M.O.H. settings while a call is currently on hold. The screen displays **M.O.H. currently in use. Please try again later**.









Telephone base setup

Listen to the music on hold:

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Music on hold**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **Review M.O.H.** Press **MENU/ENTER**.
5. Press ▲ or ▼ to highlight **Recorded M.O.H.** or **Aux In Device**.

   If you select **Recorded M.O.H.**, press **MENU/ENTER** to hear the current recording or the default music.

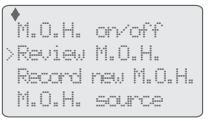
   -OR-

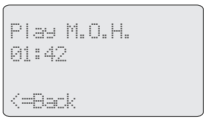
   If you select **Aux In Device**, press **MENU/ENTER** to hear the current music playing on your audio device that is connected to the telephone base.

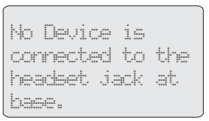
   -OR-

   If you select **Aux In Device** but there is no audio device connected with the telephone base, **No Device is connected to the headset jack at base** displays on the screen. Connect an audio device to the **HEADSET/AUX IN** jack (as shown below), then choose **Review M.O.H.**

6. Press ◀**REP** to return to the previous menu.







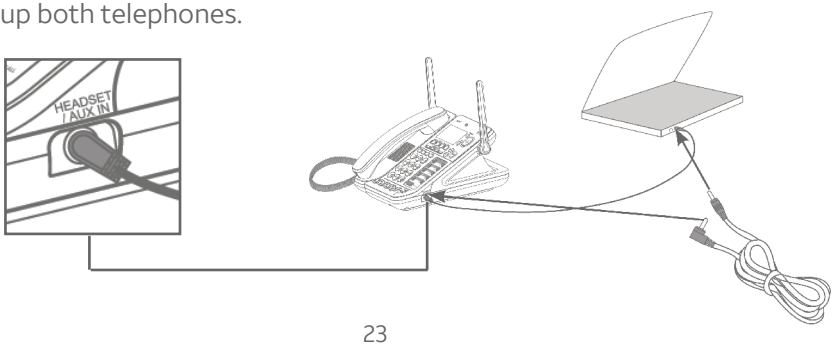
Change the music on hold volume:

The music on hold volume can only be changed at the audio device.

1. Place a call to your SynJ2 SB67258.
2. Press **HOLD** on the SynJ2 SB67258 to place the call on hold. Listen to the music on hold to determine if the volume is desirable.
3. If you are using recorded audio and want to make adjustments to the volume on the audio device and record the audio again, start again with Step 1 of **Change the music on hold volume**.

   -OR-

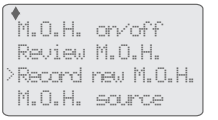
   If you get streaming audio from a device and want to make adjustments to the volume, change the volume on the audio device while the call is on hold until you find the desired volume. When you finish listening to the audio, hang up both telephones.



Telephone base setup

Record music or a voice message

You can record audio or music from an audio source such as a computer, MP3 player, or stereo using the audio cable provided. The recording can be up to three minutes long and plays repeatedly while a call is on hold.



NOTE: It is the user's responsibility to comply with the copyright laws and to provide lawfully acquired music for the music on hold feature. Unlawful use of copyright protected music and/or lyrics may subject the user to fines and other legal action.

Record music or a message using an audio device:

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Music on hold**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **Record new M.O.H.** Press **MENU/ENTER**.
5. Plug the small end (2.5mm plug) of the audio cable into the HEADSET/AUX IN jack on the telephone base and plug the large end (3.5mm plug) of the audio cable into the audio output jack on your audio device (as shown on the previous page).

6. When your audio device is ready to play, press **MENU/ENTER** on the telephone. You hear the voice prompt *"Record after the tone. Press stop when you are done."* Start playing the sound or message on your audio device after the beep. The audio plays through the speakerphone and a counter on the screen shows the elapsed time. The maximum record time is three minutes, at which time the telephone automatically stops recording and the recording is saved.
7. Press **MENU/ENTER** to stop recording. The screen display returns to the previous menu. To exit without making changes, press **EXIT**.

Telephone base setup

Record music or a message using the corded handset:

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Music on hold**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **Record new M.O.H.** Press **MENU/ENTER**.
5. When the screen shows **M.O.H. record ENTER=Start**, pick up the handset.
6. When your audio device is ready to play, press **MENU/ENTER** on the telephone. You hear the voice prompt *"Record after the tone. Press stop when you are done."* Start playing your audio device or speak after the beep. The audio plays through the speakerphone and a counter on the screen shows the elapsed time. The maximum record time is three minutes, at which time the telephone automatically stops recording and the recording is saved.
7. Press **MENU/ENTER** to stop recording and return to the previous menu. To exit without making changes, press **EXIT**.

NOTES:

1. If you want to record a piece of new music or a message while the music on hold is in use, **M.O.H. currently in use. Please try again later.** displays on the screen.
2. If you start to record a piece of new music from an audio device but there is no audio device connected, **No Device is connected to the headset jack at base.** displays on the screen. Please check the connection on the telephone base and the audio device.
3. If there is silence detected for six seconds while recording or your audio device volume is too low, the recording stops and the display automatically returns to the previous menu. This means the recording was unsuccessful. The M.O.H. default music plays when calls are on hold until you successfully record new music or a message.
4. If you fail to record a message, try speaking louder into the corded handset or playing the volume louder on your audio device. If you are using the audio cable, ensure that it is fully plugged into the **HEADSET/AUX IN** jack.

Delete your recording to use the default music:

If M.O.H. is turned on and you do not record your own audio, the default music will play. To delete your recorded audio and go back to using the default music, you must record six seconds of silence.

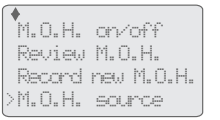
1. Follow Steps 1-5 of **Record music or a message using an audio device** on page 25.

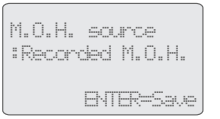
Telephone base setup

2. Unplug any audio device that is connected to the **HEADSET/AUX IN** jack from the telephone base.
3. Press **MENU/ENTER** to start recording. After recording six seconds of silence, your recorded audio is deleted and the display automatically returns to the previous menu. To exit without making changes, press **EXIT**.

Select music on hold source

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Music on hold**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **M.O.H. source**. Press **MENU/ENTER**.
5. Press ▲ or ▼ to highlight **Recorded M.O.H.** or **Aux In Device**.





If you select **Aux In Device** and the **HEADSET/AUX IN** jack is connected with an audio device, when you press **MENU/ENTER** to save the setting, **Device connected to the headset jack will be used for M.O.H.** displays.

-OR-

If you select **Aux In Device** and the **HEADSET/AUX IN** jack is not connected with an audio device, when you press **MENU/ENTER** to save the setting, **No Device is connected to the headset jack at base** displays. Connect an audio device to the **HEADSET/AUX IN** jack (page 23), then choose **Review M.O.H.**

The screen returns to the previous menu. To exit without making changes, press **EXIT**.

NOTES:

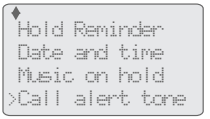
1. If you unplug the audio device while a call is on hold, the music on hold source is immediately set to **Recorded M.O.H.** The screen displays **Recorded M.O.H. reconnect. Aux In Device reset source**.
2. If you unplug the audio device while a call is on hold, you can plug a corded headset into the **HEADSET/AUX IN** jack and activate it by pressing **HEADSET** on the telephone base.
3. If you select **Aux In Device** as the music on hold source but you want to use a corded headset, you must turn off the music on hold (see page 22) or change the source to **Recorded M.O.H.** If you try to use a corded headset without changing the setting, **To use headset, turn off M.O.H. or reset source.** displays with an error tone.
4. If you unplug your audio device from the telephone base, your music on hold source will automatically be set to Recorded M.O.H.

Telephone base setup

Call alert tone

When this feature is turned on, you will hear two short beeps when you are on a call on one line and there is an incoming call on another line. You can turn this feature on or off.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Call alert tone**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to select to **On** or **Off**.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.



Auto attendant setup (for answering system)

You can set up the auto attendant to answer outside calls, provide callers with a company directory, automatically forward calls to a specified extension, and enable callers to record voice messages when there is no answer. You can use a default outgoing announcement or record up to five announcements of your own. For details on how to use the auto attendant feature, see the **Answering system** section on pages 74-77 of this user's manual.

Record announcement (auto attendant)

Use this feature to record up to five new announcements so that you can have different announcements for different lines, or different announcements for daytime and after hours. You can easily switch among the recorded announcements. Each announcement can be up to two minutes.

The auto attendant announcement should contain instructions for the caller. Following are example scripts.

Default announcement: *"Hello, this is the automated attendant. Please enter your party's extension, followed by pound. If you are using a rotary telephone, please stay on the line. For a company directory, dial star twice."*

If you have many extensions, record a separate extension list (page 29) and reference it in your auto attendant announcement, as shown in **Sample announcement 1**. If you have only a few extensions, you can list them in the auto attendant announcement, as shown in **Sample announcement 2** without the separate extension list.

Sample announcement 1: *"Hello, you have reached XYZ Corp. Please enter your party's extension, followed by the pound key. To hear a list of extensions, dial star twice."*

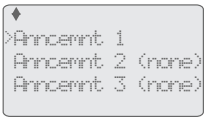
Sample announcement 2: *"Hello, you have reached XYZ Corp. For sales, press 1, then pound; for service, press 2, then pound; for shipping, press 3, then pound; or press star, then pound for the receptionist."*

1. When the telephone is idle, press **ANSWER ON** for the desired line.
2. Press ▲ or ▼ to scroll to **Setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Announcement**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to one of the announcements, **Anncemnt 1** through **Anncemnt 5**. If no message has been recorded, **(none)** appears. Press **MENU/ENTER**.
5. Press **MENU/ENTER** to start recording. The timer starts counting. Lift the corded handset or face the telephone base to record your announcement.

Auto attendant setup (for answering system)

6. Press **MENU/ENTER** to stop recording. The timer stops and the recorded announcement automatically plays back.
7. Press **2** to save the setting and return to the previous menu, or press **1** to record that announcement again.

NOTE: Once you have recorded an announcement, **(none)** disappears**.**



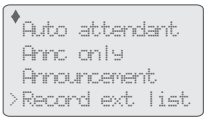
Record extension list

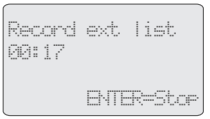
Use this feature to record a list of your phone extensions that plays when the auto attendant answers a call and the user presses star twice. Use this auto attendant option when you do not want to list extension numbers in the initial message that callers hear.

Sample extension list: *"For sales, press 1, then pound; for service, press 2, then pound; for shipping, press 3, then pound; or press star, then pound for the receptionist."*

1. When the telephone is idle, press **ANSWER ON** for the desired line.
2. Press ▲ or ▼ to scroll to **Setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Record ext list**. Press **MENU/ENTER**. The current extension list plays.
4. Press **1** to select **Change**.
5. Press **MENU/ENTER** to start recording. The timer starts counting. Lift the corded handset or face the telephone base to record your extension list.
6. Press **MENU/ENTER** to stop recording. The timer stops and the recorded message automatically plays back.
7. Press **2** to save the setting and return to the previous menu, or press **1** to record the message again.

NOTE: The auto attendant and the private mailboxes for all extensions share the same list of announcements.



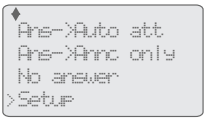


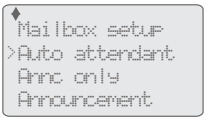
Auto attendant setup (for answering system)

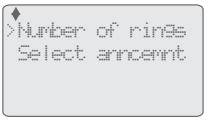
Number of rings (auto attendant)

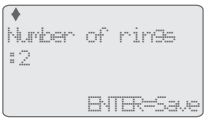
Use this feature to set the number of times the telephone rings before the auto attendant answers. The number of rings can be between 2 and 7.

1. When the telephone is idle, press **ANSWER ON** for the desired line.
2. Press ▲ or ▼ to scroll to **Setup.** Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Auto attendant**. Press **MENU/ENTER**.
4. Press **MENU/ENTER** again to select **Number of rings**.
5. Press ▲ or ▼ to select a number (**2**-**7**).
6. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.







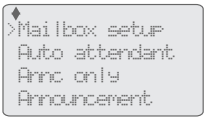


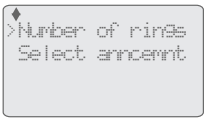
Mailbox setup (for answering system)

You can set each telephone line mailbox separately. By default, lines 1, 2, 3, and 4 are not set to answer; the answering system is disabled and any calls to those lines will ring on all extensions.

Number of rings (general mailbox)

Use this feature to set the number of times the telephone rings before the mailbox answers. The number of rings can be between 2 and 7. You can also select **Toll saver**, which is explained below. Unless you change it, the general mailbox answers an incoming call after four rings.

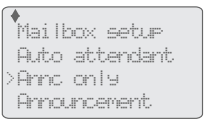




1. When the telephone is idle, press **ANSWER ON** for the desired line.
2. Press ▲ or ▼ to scroll to **Setup.** Press **MENU/ENTER**
3. Press **MENU/ENTER** to select **Mailbox setup** or **Annc only**.
4. Press **MENU/ENTER** again to select **Number of rings**.
5. Press ▲ or ▼ to scroll to a number (**2**-**7**) or **Toll saver**.
   - **Toll saver** - the answering system answers a call after two rings when there are new messages, and after four rings when there are no new messages. This enables you to check for new messages without paying for a toll call.
6. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.

Number of rings (announce only)

Use this feature to set the number of times the telephone rings before the answering system plays the announcement only. The number of rings can be between 2 and 7. By default, the answering system plays the announcement only after two rings.



1. When the telephone is idle, press **ANSWER ON** for the desired line.
2. Press ▲ or ▼ to scroll to **Setup.** Press **MENU/ENTER**
3. Press **MENU/ENTER** to select **Annc only**.
4. Press **MENU/ENTER** again to select **Number of rings**.
5. Press ▲ or ▼ to scroll to a number (**2**-**7**).
6. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.