

Mailbox setup (for answering system)

Record announcement (independent mailbox)

Use this feature to record up to five new announcements so that you can have different announcements for different lines. Each announcement can be up to two minutes. Please see **Record announcement (auto attendant)** for detailed instructions on page 28.



NOTE: You cannot record an announcement when the telephone system is out of space. You will hear “Memory is full.” Please refer to **Remaining space** on page 37.

Select announcement

Use this feature to select an announcement for your independent mailbox from the list of announcements.

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** again to select **Mailbox setup**.
4. Press ▲ or ▼ to scroll to **Select anncemnt**. Press **MENU/ENTER**.
5. Press ▲ or ▼ to scroll to an announcement.
6. Press **MENU/ENTER** to save the setting and return to the previous menu. The selected announcement plays. To exit without making changes, press **EXIT**.



NOTE: The announcements can be used for the auto attendant, general mailbox and the announce only answer mode.

◆ Mailbox setup
>Auto attendant
Ann only
Announcement

◆ Number of rings
>Select anncemnt

◆ Select anncemnt
:Prerecord

ENTER=Save

◆ Select anncemnt
:Anncemnt 1

ENTER=Save

Mailbox setup (for general mailbox)

Set access code (remote code)

Use this feature to enter a four-digit number (0000-9999) to allow remote access to your general mailbox from any touch-tone telephone. Unless you change it, the remote access code is 0000.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Mailbox setup**. Press **MENU/ENTER**.
3. Press **MENU/ENTER** again to select **Set access code**.
4. Use the dial pad to enter a four-digit number. Use **REMOVE** to backspace and delete a digit.
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**.

◆ Directory
Call log
Ringer setting
>Mailbox setup

>Set access code
Call screening
Persistent hold
Notify alert

Enter mailbox
access code:
0000
ENTER=Save

Enter mailbox
access code:
9999
ENTER=Save



NOTES:

1. The access code must have four digits.
2. You will hear an error tone if you enter an access code that is already assigned.

Call screening

Use this feature to choose whether incoming messages can be heard over the speaker as they are being recorded. If you turn call screening on, you hear the incoming message.

If more than one incoming message comes from different telephone lines at the same time, only the first incoming message is monitored. While the telephone is recording the monitored message, you can answer the call by lifting the corded handset or by pressing ◀▶ **SPEAKER**.

If you want to mute the message playback, press **MUTE** on the telephone base. Follow the steps to turn the call screening on or off:

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Mailbox setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Call screening**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to highlight **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**.

◆ Set access code
>Call screening
Persistent hold
Notify alert

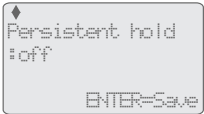
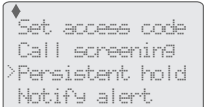
◆ Call screening
#On
ENTER=Save

Mailbox setup (for general mailbox)

Persistent hold

By default, a call on hold after 10 minutes is automatically forwarded to the auto attendant, even if the auto attendant is not on for that line. When **Persistent hold** is enabled, the call stays on hold until it is released or hung up.

- 1. When the telephone is idle, press **MENU/ENTER**.
- 2. Press ▲ or ▼ to scroll to **Mailbox setup**. Press **MENU/ENTER**.
- 3. Press ▲ or ▼ to scroll to **Persistent hold**. Press **MENU/ENTER**.
- 4. Press ▲ or ▼ to highlight **Off** or **On**.
- 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**.



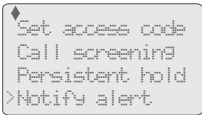
Mailbox setup (for general mailbox)

Notify alert

Use this feature to receive notification calls to any phone number you set (such as a cellular phone or paging device) after a new message has been recorded to the general mailbox. To receive notification calls, you must save the number you wish to be notified at to the telephone base, and then set the system to call this number after it finishes recording a message.

If the number called has caller ID service, there will be an indication of the notification call. When you receive a notification call, you hear about 15 seconds of silence; then the call is ended. There is no message sent and the call is only made once. If the call is not picked up within three rings, the telephone base cancels the call. You may not receive the call if the number you set is busy, not available or off during the call.

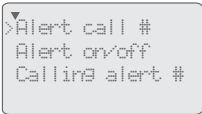
1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Mailbox setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Notify alert**. Press **MENU/ENTER**.



```
◆ Set access code
  Call screening
  Persistent hold
>Notify alert
```

Set alert number:

1. Press **MENU/ENTER** again to select **Alert call #**.
2. Use the dial pad to enter the number (up to 32 digits) of the cellular phone or paging device you want to be notified.
 - Press REMOVE to backspace and delete a digit.
 - Press ◀**REP** or **SKIP**▶ to move the cursor to the left or right.
3. 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**.



```
>Alert call #
  Alert on/off
  Calling alert #
```

Turn alert on or off:

1. Press ▲ or ▼ to scroll to **Alert on/off**. Press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **On** or **Off**.
3. 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**.



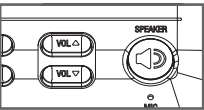
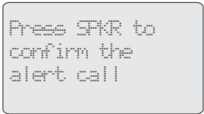
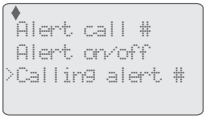
```
◆ Alert on/off
  :On
ENTER=Save
```

Mailbox setup (for general mailbox)

Call alert confirmation:

You can confirm whether the system can successfully call the alert number that you entered.

1. Press ▲ or ▼ to scroll to **Calling alert #**. Press **MENU/ENTER**.
2. The screen displays **Press SPKR to confirm the alert call**.
3. Press 🔊 **SPEAKER** on the telephone base. You should hear the telephone number being dialed. To exit without making changes, press **EXIT**.
4. After confirming that the call went to the telephone number you specified, press 🔊 **SPEAKER** again to end the test. The screen returns to idle mode.



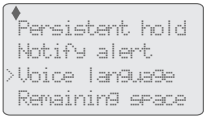
NOTES:

1. If you turn on **Notify alert** before you enter the alert number, **Please set the alert #.** appears on the screen.
2. The called telephone hears silence when the system calls the alert number.
3. To initiate a call alert call again, do the first three steps of the **Call alert confirmation** section (above).

Voice language

You can select a language (**English**, **Spanish** or **French**) to be used for the voice prompts in the answering system.

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

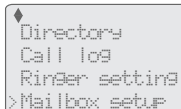


Mailbox setup (for general mailbox)

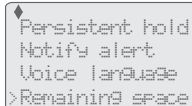
Remaining space

Use this feature to check the amount of space currently in the system for the estimated remaining recording time and number of messages.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **Mailbox setup**. Press **MENU/ENTER**.
3. Press **▲** or **▼** to scroll to **Remaining space**. Press **MENU/ENTER**.
4. After checking the screen display, press **◀REP** to return to the previous menu.



◆ Directory
Call log
Ringer setting
>Mailbox setup



◆ Persistent hold
Notify alert
Voice language
>Remaining space



Remaining space
Time: 175 min
Messages: 243

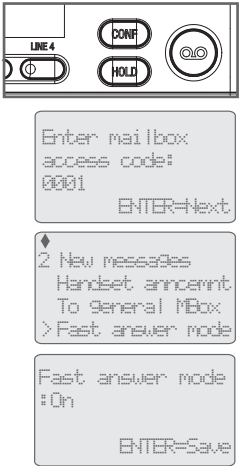
Mailbox setup (for handset/deskset)

You can access handset/deskset mailboxes from the telephone base. For detailed instructions, refer to **Handset mailbox overview** in the SynJ2 SB67208 handset user's manual or **Deskset mailbox overview** in the SynJ2 SB67248 deskset user's manual.

Fast answer mode

When fast answer mode is turned on for any extension, calls to that extension are answered by the auto attendant after 2 rings. When turned off, calls are answered by the auto attendant after 5 rings. Please refer to **Fast answer mode on or off** in the SynJ2 SB67208 handset user's manual or the SynJ2 SB67248 deskset user's manual for more information.

1. When the telephone is idle, press  (Messages) on the telephone base.
2. Press the one-touch **EXT 1-0** key for the destination extension mailbox.
3. Use the dial pad to enter the four-digit remote access code of the extension. Use **REMOVE** to backspace and delete a digit. Press **MENU/ENTER**.
4. Press **▲** or **▼** to scroll to **Fast answer mode**. Press **MENU/ENTER**.
5. Press **▲** or **▼** to select **On** or **Off**.
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**.



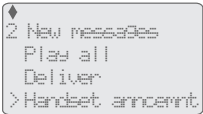
Handset/deskset announcement setup

The announcement is the greeting callers hear when calls are answered by the handset/deskset mailbox. You can set or change handset/deskset announcement using the telephone base.

The default announcement is “Hello, please leave a message after the tone.” You can use this announcement or replace it with your own recording.

Your announcement can be up to two minutes.

1. When the telephone is idle, press  (Messages) on the telephone base.
2. Press the one-touch **EXT 1-0** key for the destination extension mailbox.
3. Use the dial pad to enter the four-digit remote access code of the extension. Use **REMOVE** to backspace and delete a digit. Press **MENU/ENTER**.
4. Press **▲** or **▼** to scroll to **Handset anncemnt**. Press **MENU/ENTER**.



Mailbox setup (for handset/deskset)

1. The system automatically plays the current handset announcement. A timer appears on the screen and starts counting. The screen displays **1=Change 2=OK**.
2. Press **1** to record that announcement again. The screen displays **Record anncemnt ENTER=Start**. Press **MENU/ENTER**. The system announces “Record after the tone. Press stop when you are done.” You hear a reminder beep and the timer starts counting. Lift the corded handset or face the telephone base to record your announcement.
3. Press **MENU/ENTER** when finished. The timer stops and the recorded announcement automatically plays back.
4. Press **2** to use the new recorded announcement.

-OR-

Press **1** to record that announcement again.

Play announcement
00:09
1=Change 2=OK

Record anncemnt
ENTER=Start

Record anncemnt
00:05
ENTER=Stop

Play announcement
00:02
1=Change 2=OK

Switch to general mailbox

You can directly access the general mailbox of any handset or deskset using the telephone base.

1. When the telephone is idle, press **☎** (Messages) on the telephone base.
2. Press the one-touch **EXT 1-0** key for the destination extension mailbox.
3. Use the dial pad to enter the four-digit remote access code of the extension. Use **REMOVE** to backspace and delete a digit. Press **MENU/ENTER**.
4. Press **▲** or **▼** to scroll to **To general MBox**. Press **MENU/ENTER**.

-OR-

To exit without making changes, press **EXIT**.

◆ 1 New messages
Deliver
Handset anncemnt
> To General MBox

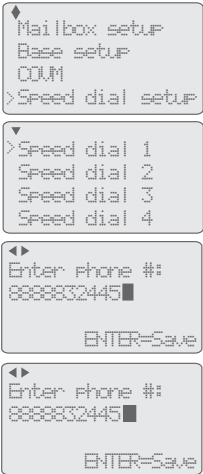
◆ 5 New messages
> Play all
Deliver
Delete all old

Speed dial setup

The telephone base has 10 speed dial locations where you can store the telephone numbers you wish to dial using fewer keys than usual. You can store up to 32 digits in each location.

Enter, edit or delete a speed dial number

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Speed dial setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to choose the desired speed dial location, then press **MENU/ENTER**.
4. Use the dial pad to enter or edit the telephone number up to 32 digits. If you want to delete the entry, erase all the digits.
 - Press ◀**REP** or **SKIP**▶ to move the cursor to the left or right.
 - Press **REMOVE** to backspace and delete a digit.
 - Press and hold **REMOVE** to delete all digits.
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**.



NOTES:

1. See **Calling a speed dial number** on page 44 for instructions on calling a speed dial number.
2. The memory locations for speed dial and the directory are not the same, so setting up speed dial numbers does not decrease your directory storage space.

Customer support

Use this feature to display the AT&T website.

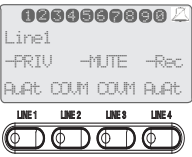
1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▼ to scroll to **Customer support**. Press **MENU/ENTER**.
3. To exit, press **EXIT**.



Screen icons, indicator tones and lights

Screen icons:

	On when any corresponding extensions are in use.
	Ringer off - the telephone base ringer is off or the do not disturb function is on.
-MUTE	Microphone is muted.
-PRIV	Call privacy is on.
-REC	The call is being recorded.
Conf.	A three-way conference call is active.
COVM	There is new voicemail for the telephone line below the COVM indicator.
AuAt	Auto attendant is on for the telephone line below the AuAt indicator.
LineX	The line is in use (X is the telephone line number).

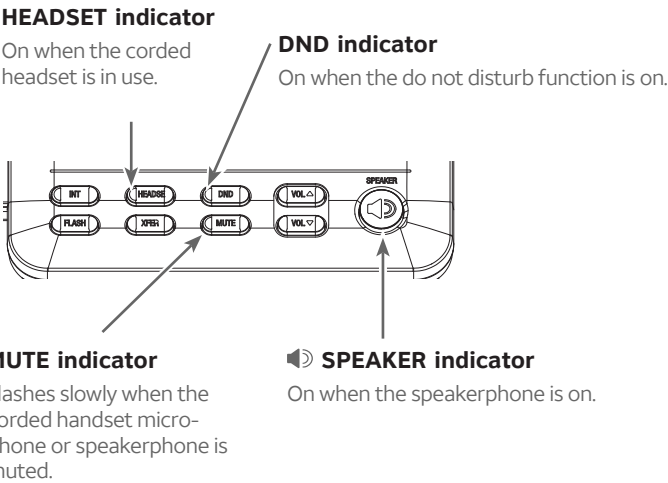
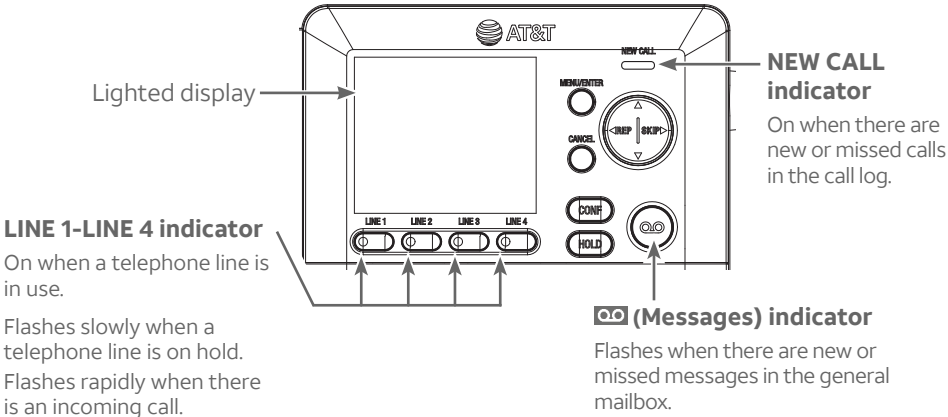


Indicator tones:

One short beep	The telephone conversation recording begins. During the recording, you will hear one beep per minute.
Hold reminder tone (a triple beep)	The Hold reminder is active; a call has been on hold for more than three minutes.
Error tone (a triple beep)	- You press VOL▲ or VOL▼ and the volume has reached its highest or lowest setting. - You press CALL LOG and the call log is empty.
Four beeps	You cannot intercom with an extension when it is set to Privacy ON .
Confirmation tone	Command completed successfully.

Screen icons, indicator tones and lights

Indicator lights:

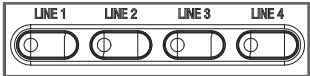


Telephone base basic operation

The telephone comes programmed to use line 1 (default primary line) for calls when you do not press a line key. (To change the primary line, see **Line selection** on page 19.) When you answer a call, the telephone automatically selects the ringing line.

Line indicators

Each of the four indicators on **LINE 1-LINE 4** indicate the state of the corresponding telephone line.



- On when the corresponding line is in use.
- Flashes slowly when the line is on hold.
- Flashes slowly when there is a transferred call on the corresponding line.
- Flashes slowly when there is an incoming auto attendant transferred call on the corresponding line.
- Flashes rapidly when there is an incoming call on the corresponding line.

Making a call

To make a call from the telephone base:

1. Lift the handset or press **SPEAKER**.

-OR-

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

2. Wait for a dial tone, then enter the telephone number.
The screen displays the elapsed time as you talk (in hours, minutes and seconds).

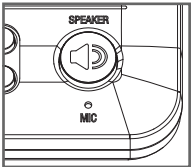


To end a call from the telephone base:

Place the handset on the telephone base to hang up.

-OR-

If you are using the speakerphone, press **SPEAKER** to hang up.



NOTE: The elapsed time is not affected by accessing services from your telephone service provider.

Telephone base basic operation

To make a call with a corded headset:

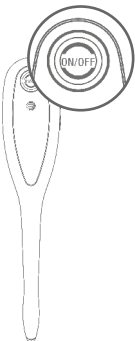
Make sure a corded headset is connected to the telephone base (page 14).

- 1. Press **HEADSET** on the telephone base.
- 2. Wait for a dial tone, then dial the number.
- 3. To hang up, press **HEADSET**.

To make a call with a cordless headset:

You can make a call using a registered cordless headset and the dial pad on the telephone base.

- 1. Press the **ON/OFF** button on the cordless headset.
- 2. Wait for a dial tone, then dial the number on the base.
- 3. To hang up, press the **ON/OFF** button.



On hook dialing (predialing)

- 1. Enter the telephone number. Press **REMOVE** to delete any misdialed digits and make corrections, if needed.
- 2. Lift the handset or press **SPEAKER** to dial.

-OR-

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

Using the speakerphone

During a call, press **SPEAKER** to switch between handsfree speakerphone and normal handset use. Press **SPEAKER** again or place the handset on the telephone base to hang up.

Calling a speed dial number

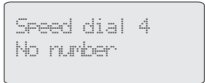
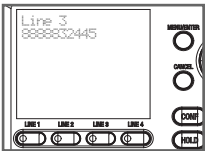
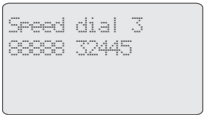
- 1. Press and hold a dial pad key (**1-0**) to display the speed dial number.
- 2. Lift the handset, press **SPEAKER** or **HEADSET**.

-OR-

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.



NOTE: If there is no telephone number stored in the speed dial location, **No number** displays on the screen.

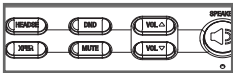


Telephone base basic operation

Answering a call

To answer a call:

- Lift the handset, press **▶SPEAKER, HEADSET** or the **ON/OFF** button on a registered cordless headset.



-OR-

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

Temporary ringer silencing

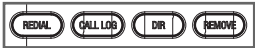
Press **MUTE** while the telephone is ringing to silence the ringer temporarily on the telephone base only. This turns off the ringer without disconnecting the call. The next incoming call rings normally at the preset volume.

Last number redialing

The last 10 telephone numbers dialed (up to 32 digits) are stored in system memory.

To view the 10 most recently dialed numbers:

1. Press **PAUSE/REDIAL** to enter the redial list and display the most recently called number.
2. Press **▲** or **▼**, or press **PAUSE/REDIAL** repeatedly to view other recently called numbers.
3. Press **EXIT** to exit the redial list.



To redial a number:

- To dial the displayed number, lift the handset, or press **▶SPEAKER** or **HEADSET**.
- To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.



To edit a number:

While the desired number displays, press **MENU/ENTER** to enter editing mode.

- Press **◀REP** or **SKIP▶** to move the cursor to the left or right.
- Press **REMOVE** to backspace and delete a digit.
- Press **PAUSE/REDIAL** to enter a 3.5 seconds dialing pause (a **P** appears) (page 61).
- Press **FLASH** to enter a flash (page 61).



To delete a number:

- While the screen displays the desired number, press **REMOVE** to delete the number from the redial memory.



Options while on calls

Volume control

While on a call, press **VOL▲** or **VOL▼** to adjust the listening volume.



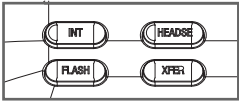
NOTES:

- 1. The corded headset and corded handset volume settings are the same, but they are independent from the speakerphone.
- 2. While using the volume control, you hear a triple beep when you have reached the minimum or maximum level.

Call waiting

If you subscribe to call waiting service with your telephone service provider, and someone calls while you are in the middle of a call, you hear a beep.

- Press **FLASH** to put your current call on hold and take the new call.
- Press **FLASH** at any time to switch back and forth between calls.



NOTES:

- 1. If you miss a call while the line is in use, the caller ID of the missed call displays for 15 seconds after your current conversation ends.
- 2. For more information on caller ID with call waiting, see page 65.

Options while on calls

Call privacy

To ensure call privacy, this telephone allows only one set at a time to use a line. You can also block all system handsets from joining a phone conversation (see page 50 for instructions for joining calls).

To enable call privacy:

- During the call, press **MENU/ENTER** twice to select call privacy. The screen displays **-PRIV**. Any other extensions are dropped and no extensions can join the call. If another extension tries to access the line you are using, its screen displays **Privacy**.

```
>Privacy ON  
Record call ON
```

```
Line1 00:00:06  
8888832445  
-PRIV
```

To cancel call privacy:

- During the call, press **MENU/ENTER** twice to cancel call privacy and continue with the conversation. The icon **-PRIV** disappears from the screen. Other telephones can now join the call by pressing the appropriate line key.

```
>Privacy OFF  
Record call ON
```

```
Line1 00:10:06  
8888832445
```



NOTES:

1. Call privacy is automatically canceled when you end or transfer a call.
2. You cannot set call privacy during intercom or conference calls.
3. Call privacy applies only to system telephones. It does not affect non-system phones using the same line(s).

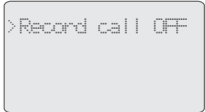
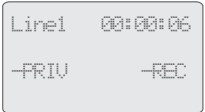
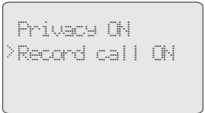
Options while on calls

Recording a call

Use this feature to record two-way phone conversations during a call. The recording is treated the same as memos and is always marked as a new message in the mailbox. However, the  (Messages) indicator does not flash for new or missed recorded calls. You cannot record a conference call or an intercom call and you cannot use another line while you are recording a phone conversation.

To record a call:

1. While on a call, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **Record call ON**. Press **MENU/ENTER**.
3. The recording starts and the system activates call privacy. The screen displays **-PRIV** and **-REC**, and the timer starts counting while recording.
4. To stop recording and continue the call, press **MENU/ENTER** twice. The system saves the conversation into the general mailbox.



-OR-

The recording ends when you disconnect the call.

While recording a phone conversation:

The other party hears a short beep when the recording begins and once each minute during the recording. To ensure compliance with state and federal regulations regarding the recording of a telephone call, you should start the recording process and inform the caller that you are recording the call.

To play back a memo or phone conversation:

Play memos or two-way phone conversations the same way as messages are played. (see **Message playback** on page 77).



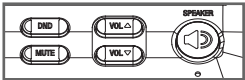
NOTES:

1. Call privacy is automatically on when recording a call.
2. Calls that you record use the same memory as the answering system. Recording long conversations uses up space otherwise available for recording normal messages. Please see **Remaining space** on page 37.

Options while on calls

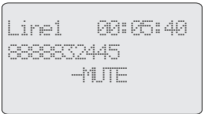
Mute

Use this feature during a telephone conversation to silence the microphone. You can hear the caller, but the caller cannot hear you.



To mute a call:

- Press **MUTE**. When mute is on, the **MUTE** light flashes; the screen also flashes **-MUTE**.



To take a call off mute:

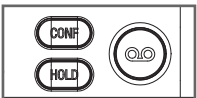
- Press **MUTE** again and resume speaking.



NOTE: Transferring the call, changing lines or putting a call on hold also cancels the mute function.

Hold

Use this feature to hold one line while accessing another, or as part of the conference and call transfer features.



While on a call, press and release **HOLD**. The **LINE 1-LINE 4** indicator for the line on hold flashes slowly in red. After the call has been on hold for more than three minutes, you will hear a triple beep every 30 seconds. (To adjust the volume of the reminder tone or turn it off, see **Hold reminder** on page 21).

If you are using the speakerphone, the speakerphone turns off automatically when you press **HOLD**.

To release the hold, press and release **LINE 1-LINE 4** of the call on hold.



NOTES:

1. By default, a call on hold after 10 minutes is automatically forwarded to the auto attendant, even if the auto attendant is not activated for that line. If **Persistent hold** is enabled (see page 34), the call will stay on hold until it is released or hung up. To keep a call on hold longer than 10 minutes, you can also release the held call within 10 minutes and then place the call on hold again.
2. You cannot put an intercom call on hold.

Switching between lines

Use this feature to switch between lines during an outside call:

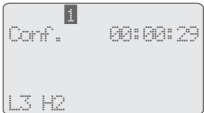
1. Press **LINE 1-LINE 4** of another telephone line to make or answer another call. The current call is put on hold automatically.
2. To return to the first call, press the original **LINE 1-LINE 4**. The second line is put on hold automatically.

Options while on calls

Join a call in progress

Use this feature to join in an ongoing call on any line that does not have call privacy set (see **Call privacy** on page 47 for more information). The corresponding line icon appears on the screen when the line is in use.

- Press and hold the desired **LINE 1-LINE 4** on the telephone base to join in the call, which becomes a three-way conference (page 50).

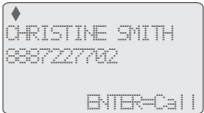
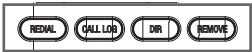


 **NOTE:** When you try to join an ongoing call on a line with call privacy on, the screen displays **Privacy** and you hear four beep tones.

Chain dialing

While you are on a call, you can initiate a dialing sequence from the numbers in the directory.

Chain dialing can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the directory.



To access the directory while on a call:

- During the call, press **DIR**, then press ▲ or ▼ to review the directory.
- To dial the displayed number, press **MENU/ENTER**. To exit without making changes, press **EXIT** or ◀**REP** and continue with the conversation.



 **NOTE:** You cannot edit a directory entry while on a call. See page 64 for more details about the directory.

Three-way conference calls

Use this feature to set up a three-party call by using two lines at the same time. You can also join an intercom call with a call on an outside line. The outside line call must be established first because an intercom call cannot be placed on hold.

Options while on calls

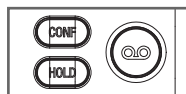
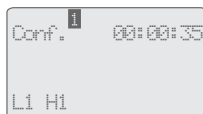
To make a three-way conference call:

1. Make or answer an outside call.
2. Press **HOLD** and call someone on another line, or start an intercom connection.

-OR-

Call someone on another line, or intercom someone. The first line is automatically put on hold.

3. Press **CONF** at any time to begin the three-party conference.



To talk privately with one external party:

1. Press **HOLD** to place both lines on hold.
2. Press **LINE 1-LINE 4** to talk privately with the person on that line.
3. Press **CONF** to resume the conference call.

To talk privately with one internal party:

1. Press **HOLD** to talk privately with the person on that handset/deskset. The external line is automatically placed on hold.
2. Press **CONF** to resume the conference call.

To drop one line:

1. Press **LINE 1-LINE 4** to activate the line you want to drop and place the handset on the telephone base to hang up or press **SPEAKER**. The other line is put on hold automatically.
2. Press **LINE 1-LINE 4** to resume the call and lift the handset on the telephone base.

To drop an intercom:

- Press **LINE 1-LINE 4** to activate the external call. The intercom call drops automatically.

To end a conference call:

- Place the handset on the telephone base to hang up or press **SPEAKER**. The call does not terminate until all extensions hang up.



NOTES:

1. If an internal party hangs up, the ongoing call becomes a two-way conversation.
2. You cannot make any conference calls if all four telephone lines are in use.
3. If you are experiencing difficulty in using the conference features on this telephone, please consider using AT&T's complete line of teleconference services to find a solution that best meets your needs. AT&T TeleConference Services reduces travel time and expenses while increasing productivity wherever people are located, enabling you to host truly virtual meetings and share important information in real time. To sign up for AT&T TeleConference Services, go to: <https://my-teleconference.att.com> for details.

COVM

COVM (central office voicemail)

If you subscribe to voicemail service with your telephone service provider, turn on the **COVM** feature. This feature displays **COVM** on the screen above the line key of any telephone line that receives new voicemail messages.



If you do not subscribe to voicemail service or want to disable the indicator, turn off the **COVM** feature.

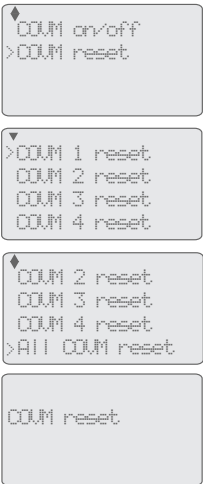
1. When the telephone is idle, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **COVM**. Press **MENU/ENTER**.
3. Press **MENU/ENTER** again to select **COVM on/off**.
4. Press **▲** or **▼** to select **On** or **Off**.
5. Press **MENU/ENTER** to save the setting and return to the previous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



COVM reset

Use this feature when the telephone indicates there is new voicemail but there is none. For example, when you have accessed your voicemail while away from the building. This feature only turns off the **COVM** indicator; it does not delete your voicemail messages. As long as you have new voicemail messages, your telephone service provider continues to send the signal to turn on the indicator. You can reset **COVM** indicators individually or for all the telephone lines using the **All COVM reset** command.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **COVM**. Press **MENU/ENTER**.
3. Press **▲** or **▼** to scroll to **COVM reset**. Press **MENU/ENTER**.
4. Press **▲** or **▼** to scroll to **COVM 1 reset-COVM 4 reset** to clear the **COVM** indicator of a telephone line, or scroll to **All COVM reset** to clear the indicators for all the line.
5. Press **MENU/ENTER** to execute the command and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.



NOTE: For information about using your voicemail service, contact your telephone service provider for assistance.

Intercom

You can use the intercom feature for conversations between the telephone base and a handset/deskset, or between a handset and a deskset. When the system is on one or more external calls, a handset and a deskset can make intercom calls with each other.

Each device that is registered to the telephone base is assigned an extension. Extension numbers are assigned in sequential order (0-9) as they are added. See pages 10-12 for information on adding and registering devices to your telephone base.

 **NOTE:** A telephone base connected to AC power but not to any telephone lines can still make intercom calls with charged and registered handset or deskset.

Make an intercom call to a cordless handset/deskset

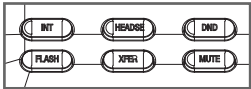
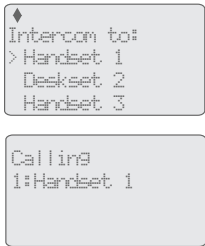
Press the one-touch **EXT 1-0** key for the destination extension or press the **INT/PTT ALL** key, then lift the handset. The screen displays **Calling X:Handset X** (**X** represents the extension number [**1-0**], **Handset X** represents the handset name), **Calling X:Deskset X** (**X** represents the extension number [**1-0**], **Deskset X** represents the deskset name) or **Calling All**.

-OR-

Press **INT** key on the telephone base, then scroll to the destination extension. Press **MENU/ENTER**.

 **NOTES:**

1. Before the intercom call is answered, you can cancel the intercom by pressing  **SPEAKER**, lifting and resetting the handset, or by pressing the corresponding **LINE 1-LINE 4** to resume a call.
2. The intercom call automatically cancels if the call is unanswered after one minute.
3. Press **MUTE** to temporarily silence the intercom ringer.
4. When you choose **All** in the menu, all the extensions and the telephone base ring. The intercom call is established with the first extension to answer the call.
5. If a line is in use, pressing **INT** places the line on hold and activates the intercom.



Intercom

Answer an intercom call

When you receive an intercom call, you hear a ringing tone and your screen displays **Call X: Handset X** (X represents the extension number [1-0], **Handset X** represents the handset name) or **Call X: Deskset X** (X represents the extension number [1-0], **Deskset X** represents the deskset name). Answer an intercom call just as you would answer a normal call.

End an intercom call

End an intercom call just as you would end a normal call.

Make another intercom call while on an intercom call

You can make an intercom call to another destination extension while on an intercom call. The first intercom automatically disconnects. While on an intercom call:

Press the one-touch **EXT 1-0** key or the **INT/PTT ALL** key for another destination extension. The screen displays **Calling X:Handset X** (X represents the extension number [1-0], **Handset X** represents the handset name), **Calling X:Deskset X** (X represents the extension number [1-0], **Deskset X** represents the deskset name) or **Calling All**.

-OR-

Press **INT** on the telephone base, then scroll to the destination extension. Press **MENU/ENTER**.



NOTES:

1. Before the intercom call is answered, you can cancel the intercom by pressing **◀ SPEAKER**, lifting and resetting the handset, or by pressing the corresponding **LINE 1-LINE 4** to resume a call.
2. The intercom call automatically cancels if the call is unanswered after one minute.
3. Press **MUTE** to temporarily silence the intercom ringer.
4. When you choose **All** in the menu, all the extensions and the telephone base ring. The intercom call is established with the first extension to answer the call.

Answer an incoming call during an intercom call

If you receive an incoming outside call during an intercom call, there is an alert tone.

To answer the call, press **LINE 1-LINE 4**. The intercom call ends automatically.

Call transfer

You can transfer a call to any other system telephone. Once you transfer a call, it can be answered by any system telephone, not just at the extension you called.

Blind transfer

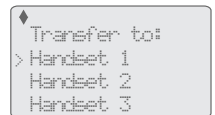
While on a call, you can transfer a call directly without notifying the desired extension:

1. Press **XFER** on the telephone base.
2. Press the one-touch **EXT 1-0** key for the desired extension.

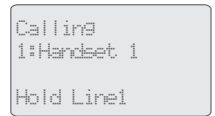


-OR-

Press ▲ or ▼ to scroll to the desired extension, then press **MENU/ENTER**.

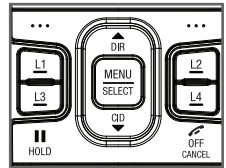


3. The current line is put on hold. The destination handset rings and the call is answered by pressing **L 1-L 4**. You hear a short tone from the telephone base. The outside call is automatically transferred to the desired extension.
4. Put the corded handset on the telephone base or press **⏮ SPEAKER** to hang up.



-OR-

You can resume the call by pressing the corresponding flashing line key **LINE 1-LINE 4** before the desired extension answers the call.



You hear a triple beep every 30 seconds when a transferred call has not been answered (To adjust the volume of the reminder tone or turn it off, see **Hold reminder** on page 21).

NOTES:

1. If the desired extension does not answer the intercom call within one minute, the extension rings as an incoming call to remind the extension user.
2. If the outside call is put on hold for 10 minutes and **Persistent hold** is disabled (see page 34), it is automatically transferred to the auto attendant. The telephone base returns to idle mode.

Transfer a call and speak to the receiving party

You can transfer a call and speak to the receiving party before completing the transfer while on a call:

1. Press **XFER** on the telephone base.
2. Press the one-touch **EXT 1-0** key for the desired extension.

Call transfer

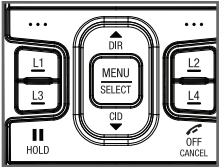
-OR-

Press ▲ or ▼ to scroll to the desired extension, then press **MENU/ENTER**.

- 3. The current line is put on hold. The destination extension rings and the call is answered. You can announce the call. There is an intercom call between the corded handset and the extension.
- 4. Put the corded handset on the telephone base or press **▶ SPEAKER** to hang up. The outside call is automatically transferred to the desired extension.

-OR-

You can resume the call by pressing the corresponding flashing line key **LINE 1-LINE 4** before the desired extension answers the call.



You hear a triple beep every 30 seconds when a transferred call has not been answered (To adjust the volume of the reminder tone or turn it off, see **Hold reminder** on page 21).



NOTES:

- 1. If the desired extension does not answer the intercom call within one minute, the extension rings as an incoming call to remind the extension user.
- 2. If the outside call is put on hold for 10 minutes and **Persistent hold** is disabled (see page 34), it is automatically transferred to the auto attendant. The telephone base returns to idle mode.
- 3. Call transfer feature is not available in registered cordless headset.

Answer a transferred call

When you hear a short intercom ring from the telephone base:

Lift the handset to intercom with an extension. You can talk privately with the extension before picking up the outside call that is on hold. Press the blinking **LINE 1-LINE 4** when you are ready to talk to the outside call.

Other options for answering the transferred call:

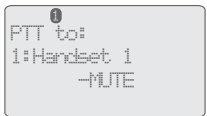
- To answer using the telephone base speakerphone, press **▶ SPEAKER** before pressing **LINE 1-LINE 4**.
- To answer handsfree using the corded headset, press **HEADSET** before pressing **LINE 1-LINE 4**.

Push to talk (PTT) intercom

You can directly broadcast messages to the speakerphone of any extension. The extension you called can respond by pressing the INT key to begin a two-way communication. Any registered cordless handset/deskset can make PTT calls with each other or with the telephone base. Up to five pairs of PTT calls can be maintained at a time.

PTT to a single device

1. When the system is idle, press and hold the one-touch **EXT 1-0** key of the destination party. When the connection is made, both the caller and the destination party hear two beeps. The telephone base screen shows **PTT to:** **X:Handset X Release PTT key to stop** (X represents the extension number [1-0], **Handset X** represents the handset name) or **PTT to: X:Deskset X Release PTT key to stop** (X represents the extension number [1-0], **Deskset X** represents the deskset name).



2. Speak into the base speakerphone while continuing to hold down the one-touch **EXT 1-0** key. Your voice is broadcast to the desired extension.
3. Release the one-touch **EXT 1-0** key after speaking. There is a three-second PTT wait state with **-MUTE** slowly flashing on the screen and the **MUTE** indicator flashing. During the PTT wait state, if necessary, you can press and hold the previous one-touch **EXT 1-0** key or the **INT/PTT ALL** key to continue speaking into the base speakerphone.
4. The destination party can now respond (see **Answer a PTT call** in the SynJ2 SB67208 handset manual or SynJ2 SB67248 deskset manual).



PTT to all devices

1. When the telephone base is idle, press and hold the **INT/PTT ALL** key to automatically activate the speakerphones of all the extensions. Both the caller and the destination parties hear two beeps.
2. Speak into the base speakerphone. Your voice is broadcast to all extensions. Release the **INT/PTT ALL** key after speaking. There is a three-second PTT wait state with **-MUTE** slowly flashing on the screen and the **MUTE** indicator flashing. During the PTT wait state, if necessary, you can press and hold the **INT/PTT ALL** key to continue speaking into the base speakerphone.
3. Any extension can reply. The first extension to reply will either convert the call into a normal intercom call with the caller or start a new PTT call. See **Answer a PTT call** in the SynJ2 SB67208 handset manual or SynJ2 SB67248 deskset manual.

Push to talk (PTT) intercom

Answer a PTT call

1. When you hear two beeps, the screen displays **PTT from: X:Handset X** (**X** represents the extension number [1-0], **Handset X** represents the handset name), or **PTT from: X:Deskset X** (**X** represents the extension number [1-0], **Deskset X** represents the handset name).
2. Press **INT** to convert the call into a normal intercom call with that extension.

-OR-

Respond with a new PTT call. Wait for the end of the three-second PTT wait state (the screen changes to idle mode). To respond with the telephone base, see **PTT to a single device** or **PTT to all devices** on the previous page. To respond with a handset, see **Answer a PTT call** in the SynJ2 SB67208 handset manual or SynJ2 SB67248 deskset manual.



NOTE: If the PTT call is sent to all handsets, an intercom call is established with the first person who presses **INT**.

Convert a PTT call to an intercom call

You can convert the PTT call to a two-way intercom call on the called telephone base.

1. Press **INT** on the called extension to convert the call to a two-way intercom call.
2. Optionally, put the corded handset on the telephone base or press  **SPEAKER** to end the intercom.

End a PTT call

- Press **EXIT** to end the incoming PTT call.

About the directory

Use the directory to store names and phone numbers. Directory entries are not shared with other extensions. Each handset has its own directory.

Capacity

The directory of this telephone base can store up to 100 entries, with a maximum of 16 alphanumeric characters (including spaces) for names and 32 digits for telephone numbers. A convenient search feature can help you quickly find and dial numbers (page 63).

If there are already 100 entries, the screen shows **Memory is full**. You cannot store a new number until you delete one. If you try to view the directory when there are no entries, the screen displays **Directory empty**.

Exit the directory

On the telephone base, press **EXIT** to cancel an operation and return to idle mode.

If you pause for too long while creating or reviewing an entry, the procedure times out and you have to begin again.

Create directory entries

Create a new directory entry

Use the following steps to store a name and number in the directory.

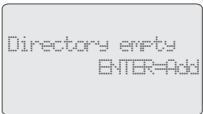
- 1. When the telephone is idle, press **MENU/ENTER** twice to select **Directory**.



-OR-

Press **DIR** on the telephone base.

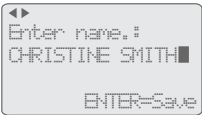
- 2. Press **MENU/ENTER** to add an entry.
- 3. Enter the telephone number (up to 32 digits) using the dial pad when prompted.
 - Press **◀REP** or **SKIP▶** to move the cursor to the left or right.
 - Press **REMOVE** to backspace and delete a digit.
 - Press and hold **REMOVE** to erase all digits.
 - Press **PAUSE/REDIAL** to enter a 3.5 seconds dialing pause (a **P** appears) (page 61).
 - Press **FLASH** to enter a flash (page 61).
- 4. Press **MENU/ENTER** to move on to the name. Enter the name when prompted.
 - Use the dial pad to enter a name (up to 16 characters). Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key. See the following chart.



Number key	Characters by number of key presses								
	1	2	3	4	5	6	7	8	9
1	&	'	(	)	,	-	.	/	1
2	a	b	c	A	B	C	2		
3	d	e	f	D	E	F	3		
4	g	h	i	G	H	I	4		
5	j	k	l	J	K	L	5		
6	m	n	o	M	N	O	6		
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8		
9	w	x	y	z	W	X	Y	Z	9
0	space	0							
*	*								
#	#								

Create directory entries

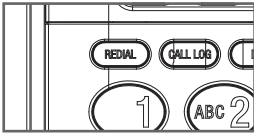
- Press **◀REP** or **SKIP▶** to move the cursor to the left or right.
 - Press **REMOVE** to backspace and delete a character.
 - Press and hold **REMOVE** to erase all characters.
 - Press **0** once to add a space.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. The name and the telephone number appear on the screen. To exit without making changes, press **EXIT**.



Store a pause in a directory number

Use this feature to include a pause in a number stored in the directory. You might need a pause in a directory number to enable access to automated telephone systems.

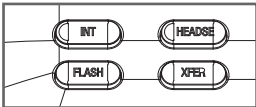
- When you wish to enter a pause in the dialing sequence, press **PAUSE/REDIAL** to store a 3.5 seconds pause. A **P** appears in the telephone number. Each pause counts as one digit. If you want to save the number in the directory, press **MENU/ENTER**.



Store a flash in a directory number

Use this feature to store the flash needed to access certain custom-calling services in a directory number.

- When you wish to enter a flash in the dialing sequence, press **FLASH**. An **F** appears in the telephone number. Each flash counts as one digit. If you want to save the number in the directory, press **MENU/ENTER**.



Review directory

Review directory entries

1. When the telephone is idle:
Press **MENU/ENTER** twice to select **Directory**.
-OR-
Press **DIR** on the telephone base.
If there are no directory entries, the screen displays **Directory empty**.
2. Press **▲** or **▼** to browse through the directory. Entries appear alphabetically by the first letter in the name.

Directory
4 entries
ENTER=Add
REMOVE=Delete all

Directory empty
ENTER=Add

4
CHRISTINE SMITH
888 722 7702
ENTER=Edit

Search directory

Search by name

Follow the steps to search for directory entries on the telephone base.

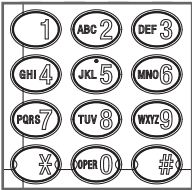
1. When the telephone is idle, press **MENU/ENTER** twice to select **Directory**.

-OR-

Press **DIR** on the telephone base.

2. Press **▲** or **▼** to browse through the directory.
3. When a name appears, press the dial pad keys (**2-9**) to start a name search.

- The directory shows the first name beginning with the first letter associated with the dial pad key if there is an entry in the directory beginning with that letter. If there is no entry matching the letter you press, it remains in the current entry.



4. To see other names starting with the letters on the same dial pad key, keep pressing the key. The names appear in alphabetical order.

For example, if you have the names **Jennifer**, **Jessie**, **Kevin** and **Linda** in your directory:

- If you press **5 (JKL)** once, you see **Jennifer**.
- If you press **5 (JKL)** twice, you see **Kevin**.
- If you press **5 (JKL)** three times, you see **Linda**.
- If you press **5 (JKL)** four times, you see **Jennifer**.
- To view **Jessie**, press **▼** while **Jennifer** is displayed.