

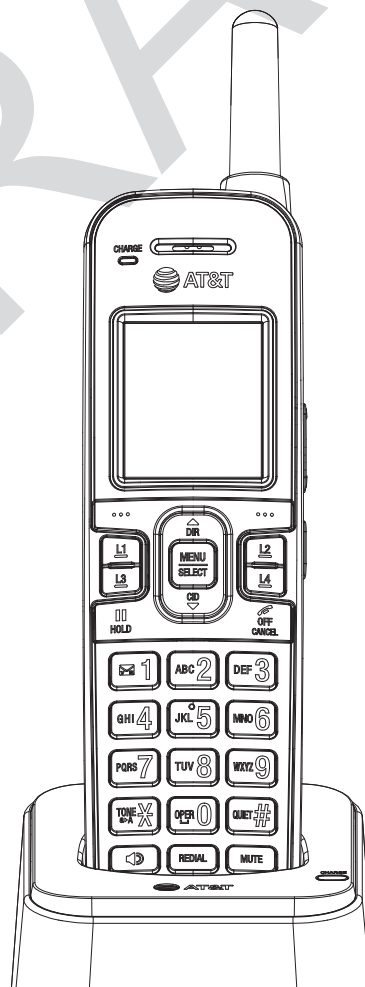


AT&T

User's manual

SynJ2 SB67208

DECT 6.0 expansion handset
for use with AT&T model
SynJ2 SB67238/SB67258



Congratulations

on your purchase of this AT&T product. Before using this AT&T product, please read **Important safety information** on pages 87-89 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**.

This telephone meets the California Energy Commission regulations for energy consumption. Your telephone is set up to comply with the energy-conserving standards right out of the box. No further action is necessary.

Model number: SynJ2 SB67208

Type: DECT 6.0 expansion handset

Serial number: _____

Purchase date: _____

Place of purchase: _____

Both the model and serial number of your AT&T product can be found on the bottom of the charger.

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.

Parts checklist

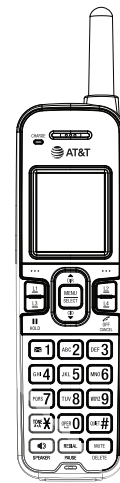
Check to make sure the telephone package includes the following items:



User's manual



Quick start guide



Cordless handset



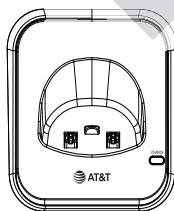
Battery for cordless handset



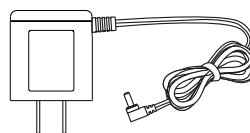
Battery compartment cover



Belt clip for cordless handset



Charger for cordless handset



Power adapter for charger

User's manual

SynJ2 SB67208

DECT 6.0 expansion handset

for use with AT&T model

SynJ2 SB67238/SB67258

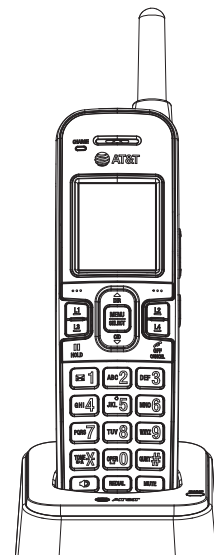


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Quick reference guide

External features

Softkeys

Press to select an item displayed above the key.

L1 - L4 keys

Press to make or answer a call on the desired line (pages 22-23).

HOLD

Press to place an outside call on hold (page 28).

🔊 /SPEAKER

Press to make or answer a call using the handset speakerphone.

During a call, press to turn on/off the handset speakerphone (page 23).

Navigation key (Navkey)

While in menus, press ▲DIR or CID▼ to scroll through the menu items.

In editing or predialing mode, press ▲DIR or CID▼ to move the cursor left or right.

MENU/SELECT

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

📞 OFF/CANCEL

During an incoming call, press to dismiss the call.

During a call, press to hang up (page 22).

While using menus, press to go back to the previous menu. Press and hold to return to idle mode.

While in editing mode, press to go back to the previous screen. Press and hold to quit editing.

MUTE/DELETE

During an incoming call, press to mute the ringer (page 23).

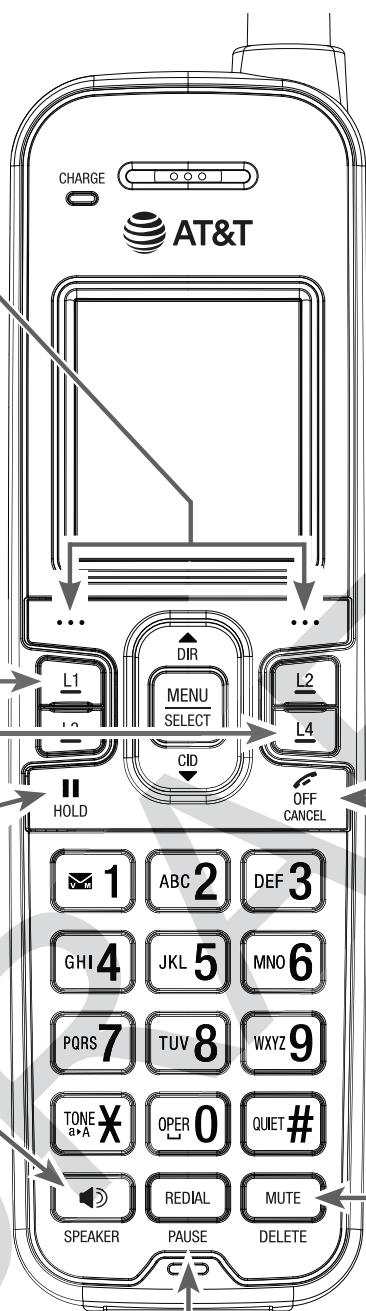
During a call, press to mute the microphone (page 25).

While predialing, press to delete a digit. Press and hold to exit predial screen (page 22).

While in editing mode, press to delete a character. Press and hold to delete all characters.

REDIAL/PAUSE

Press to view the redial list (page 24).



(▲DIR)
Directory

Caller ID
(CID▼)

▲DIR/CID▼

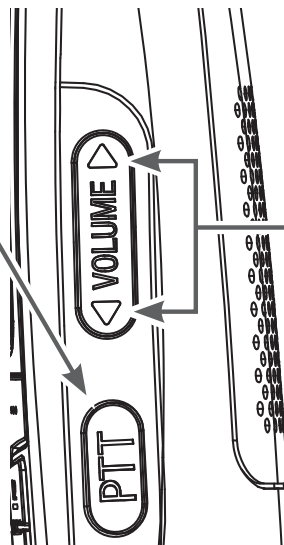
When in idle mode, press ▲DIR to display directory entries (page 49), or press CID▼ to display the call history (page 55).

Quick reference guide

PTT (Push To Talk)

Press and release, then press **▲DIR** or **CID▼** to select an extension or group (page 38-41).

Press and hold to broadcast your voice to that extension or group.



◀ VOLUME ▶

During a call, press to adjust the listening volume (page 25).

During message playback, press to adjust the playback volume (page 67).

When in idle mode, press to adjust the ringer volume (page 14).

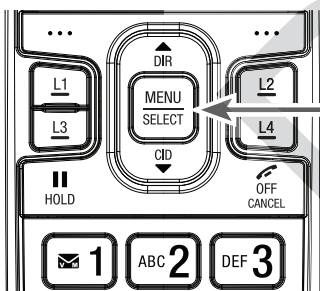
Main menu

The > symbol indicates a selected menu item.



Main menu

- Intercom (page 34-35)
- Directory (pages 45-51)
- Call history (pages 55-57)
- Ringer setting (pages 14-15)
- Handset setup (pages 17-20)
- Speed dial (pages 42-43)
- Handset info (page 21)
- User support (page 21)
- Factory reset (page 21)







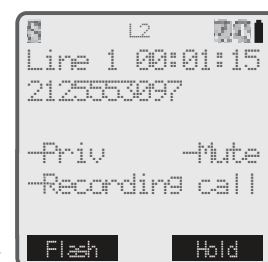
Using menus

- Press **MENU/SELECT** to show the first menu item, **Intercom**.
- Press **▲DIR** or **CID▼** to scroll through menu items.
- Press **MENU/SELECT** to select or save changes to a highlighted menu item.
- Press **OFF/CANCEL** to cancel an operation, exit the menu display, or return to idle mode.
- Press the **Back** softkey to back up to the previous menu.

Quick reference guide

Screen icons

	On when any corresponding extensions are in use.
L1 L2 L3 L4	On when the telephone line is in use by another extension. Flashes when the telephone line is on hold by another extension.
	Ringer off - On when the handset ringer is off or the Do Not Disturb function is on.
	Headset - On when using a corded headset.
	Battery indicator - Shows the handset battery charge status.
-Mute	Microphone is muted.
-Priv	Call privacy is on.
-Recording call	Call recording is on.
Conf.	On during a conference call.
Line X	The line is in use. (X is the telephone line number)



Indicator tones

One beep	<ul style="list-style-type: none"> The key tone setting is on. You pressed a handset key.. Call waiting tone - you have an incoming call waiting.
Two beeps	<ul style="list-style-type: none"> The hold reminder is on. Call has been on hold for more than three minutes (tone is played every 30 seconds). The message alert is on, and you have new messages. Error tone that indicates an operation has failed (e.g. attempt to join a call that has privacy turned on). Your Push to talk (PTT) call has ended. You have reached the end of range when adjusting settings (e.g. LCD contrast, volume).
Three rising beeps	Confirmation tone that indicates an operation was completed (e.g. changing a setting, adding a directory entry).
Four beeps	Low battery warning.

Quick reference guide

Lights

CHARGE light
On when handset
battery is charging

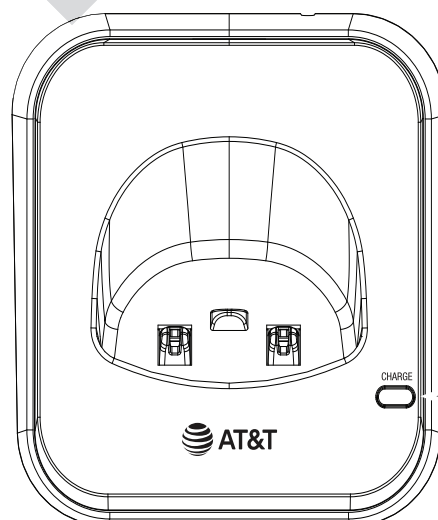
Display screen

L1 - L4 keys

Fast flashing green = ringing incoming call
Slow flashing green = call is on hold
Steady green = call is active on the handset

Lighted dial pad

/SPEAKER
On when speakerphone
is in use.



CHARGE light
On when handset
battery is charging

Installation

Install the handset close to a power outlet not controlled by a wall switch. The handset charger should be placed on a flat surface. For optimum range and better reception, place the handset near the main telephone base.

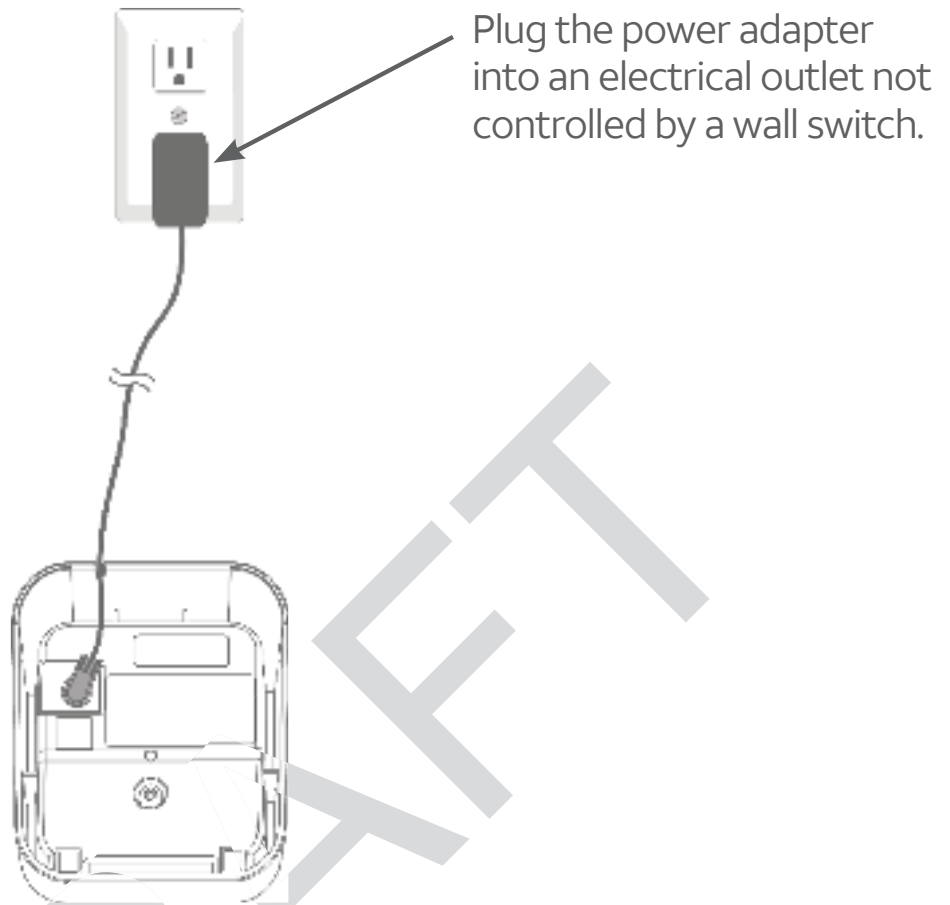
Your product may be shipped with a protective sticker covering the handset display - remove it before use.

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 handset and charger 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.

Charger installation




IMPORTANT INFORMATION







- 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**.
- 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.

Handset battery installation and charging

Install the battery, as shown on the next page. Once you have installed the battery, the screen indicates the battery status (see the following table). If necessary, place the handset in the charger to charge the battery. For best performance, keep the handset in the charger when not in use. The battery is fully charged after 11 hours of continuous charging. See the table on page 101 for battery operating times.

If the screen is blank, you need to charge the handset without interruption for at least 30 minutes to give the handset enough charge to use the telephone for a short time. When the battery is low, the handset shows a flashing battery indicator .

The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery status	Action
The screen is blank or shows Place in charger and battery indicator  flashes.	Battery has no or very little charge. The handset cannot be used.	Charge without interruption for at least 30 minutes.
Battery indicator  flashes.	Battery has enough charge to be used for a short time.	Charge without interruption for at least 30 minutes.
Battery indicator shows as  ,  or  .	Battery has enough charge to be used.	To keep the battery charged, place it in the charger when not in use.
Full battery indicator  appears.	Battery is fully charged.	To keep the battery charged, place it in the charger when not in use.

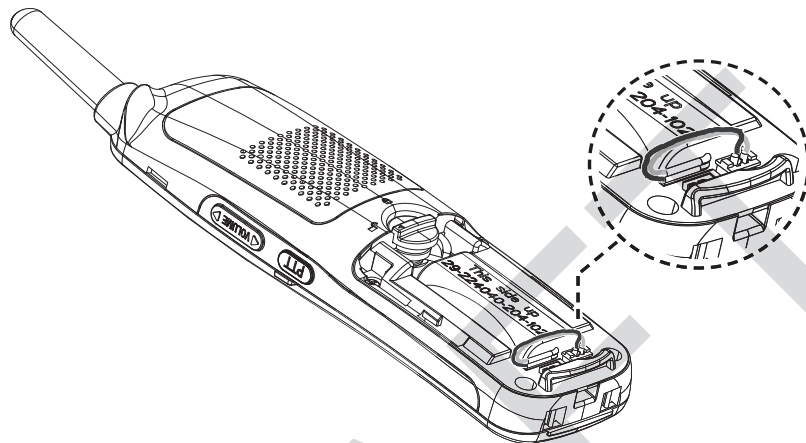


NOTE: In low battery mode, you hear four short beeps per minute.

Handset battery installation and charging

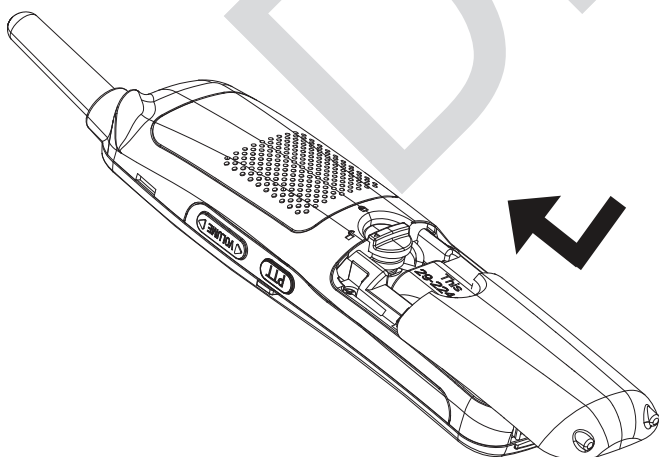
Step 1

Plug the battery connector securely into the socket inside the handset battery compartment.
Insert the supplied battery with the label **THIS SIDE UP** facing up, as indicated.




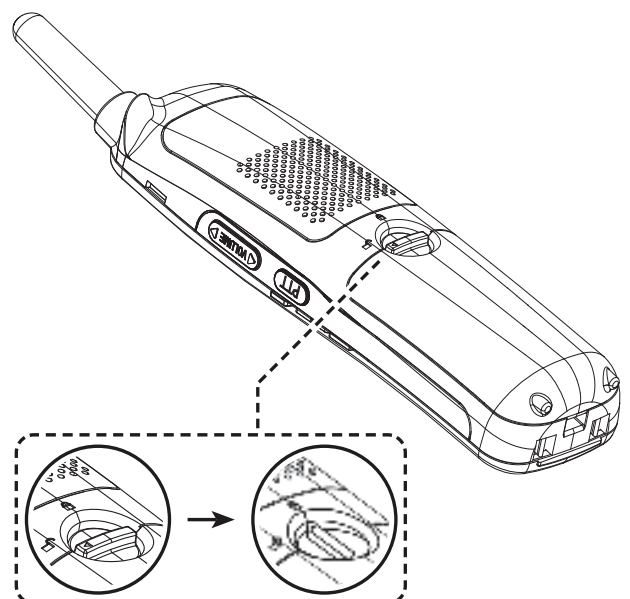
Step 2

Align the cover flat against the battery compartment, then slide it upwards.



Step 3

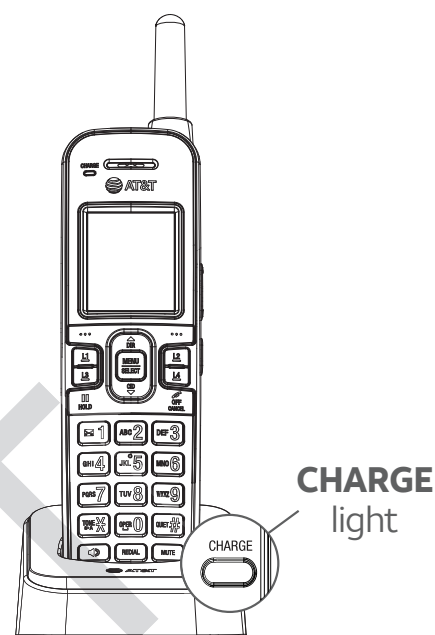
To lock the battery compartment, turn the latch clockwise until it points to the lock icon , as shown below.




Handset battery installation and charging

Step 4

To charge the handset, place it in the charger. The **CHARGE** light is on when the handset is charging.

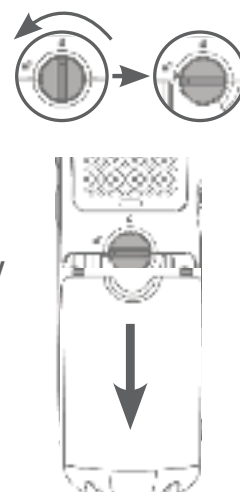


Low battery indicator

Return the handset to the charger to recharge when the battery indicator  is flashing.



To open the battery compartment for battery replacement, turn the latch counter-clockwise until it reaches the horizontal position, as shown to the right. Slide the battery compartment cover downwards. Lift out the old battery and disconnect it from the handset. Follow the instructions on pages 8-9 to install and charge the new battery.



IMPORTANT INFORMATION

- Use only the supplied rechargeable battery or replacement battery (model Ni-MH AAA750*2). To order, visit our website at **<https://telephones.att.com>** or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**.
- If you do not use the handset for a long time, disconnect and remove the battery to prevent possible leakage.

Add and register handsets

You can add SynJ2 SB67208 handsets to the SynJ2 SB67238/SB67258 base at any time. Each new handset must be registered with the base before use.

The handsets are assigned with available extension numbers starting from 1 in ascending order (1 to 9). You can register a maximum of nine devices to the base.

If the handset does not have enough battery power to proceed with the registration, you need to charge the new handset for at least five minutes (see page 9).

To register a handset to your SynJ2 SB67238/SB67258 base

1. Start registration when the handset screen displays
1) Press MENU on Base ->Registration ->Register Ext. 2) Press # on this extension to register.

1) Press MENU
on Base
->Registration
->Register Ext.
2) Press # on
this extension
to register.

2. On the base, press **MENU/ENTER**.
3. Press **▲** or **▼** to scroll to **Registration**, then press **MENU/ENTER** or **SKIP ►**.
4. Press **MENU/ENTER** or **SKIP ►** to choose **Register Ext.** The base displays **Registering....**
5. On the handset, press the **#** key. The base and handset display **Registering....** The registration process takes up to 60 seconds to complete.

SB67238/SB67258:

Directory
Call history
Ringer setup
Base setup
Line mode
Mailbox setup
XRegistration

Registration:
XRegister Ext
Deregistration

SB67208:

Handset 1
registered.

- If registration is successful, the base and handset display **Handset X registered** (where X represents the extension number from 1 to 9), and you will hear a confirmation tone.
- If registration fails, the base and handset display **Registration failed** and you will hear an error tone. Place the handset in the charger for a few seconds, remove it and then try the registration process again.

Deregister handsets

You may need to deregister your handsets if you already have nine registered devices and need to replace a handset, or if you wish to change the assigned numbers of your registered extensions.

You must first deregister the desired extension(s), and then register the handset(s) that you wish to use, one at a time. Please make sure the telephone system is not in use before deregistration.

To deregister a handset from your SynJ2 SB67238/SB67258 base

1. On the base, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Registration**, then press **MENU/ENTER** or **SKIP ►**.
3. Press ▲ or ▼ to scroll to **Deregistration**, then press **MENU/ENTER** or **SKIP ►**.
4. Press ▲ or ▼ to choose the desired extension or **All** extensions, then press **MENU/ENTER** or **SKIP ►**.

SB67238/SB67258:

```

      ▲
Directory
Call history
Ringer setup
Base setup
Line mode
Mailbox setup
>Registration
  
```

The base displays a screen asking if you want to deregister. If applicable, the screen also warns that the extension mailbox(s) will be cleared.

5. Press ▲ or ▼ to choose **Yes** to continue the deregistration, then press **MENU/ENTER** or **SKIP ►**.

If applicable, deregistration removes all messages saved in the mailbox of the selected extension(s).

The base displays **Deleting msgs... Do not power off. This may take several minutes.**

Deregistration starts after the existing voicemail messages are deleted.

```

      ▲
Registration:
Register Ext
>Deregistration
  
```

```

      ▲
Deregistration:
>Handset      1
Deskset      2
Handset      3
All
  
```

- **If you chose to deregister a handset**, the base displays **Deregistering Handset X**. When deregistration is complete, the base displays **Handset X deregistered**. You will hear a confirmation tone

- **If you chose to deregister ALL extensions**, the base displays **Rebooting to deregister all extensions...** and then reboots.

```

      ▲
Deregister
Handset 1?
  
```



```

>Yes
No
  
```

Deregister handsets



NOTES:

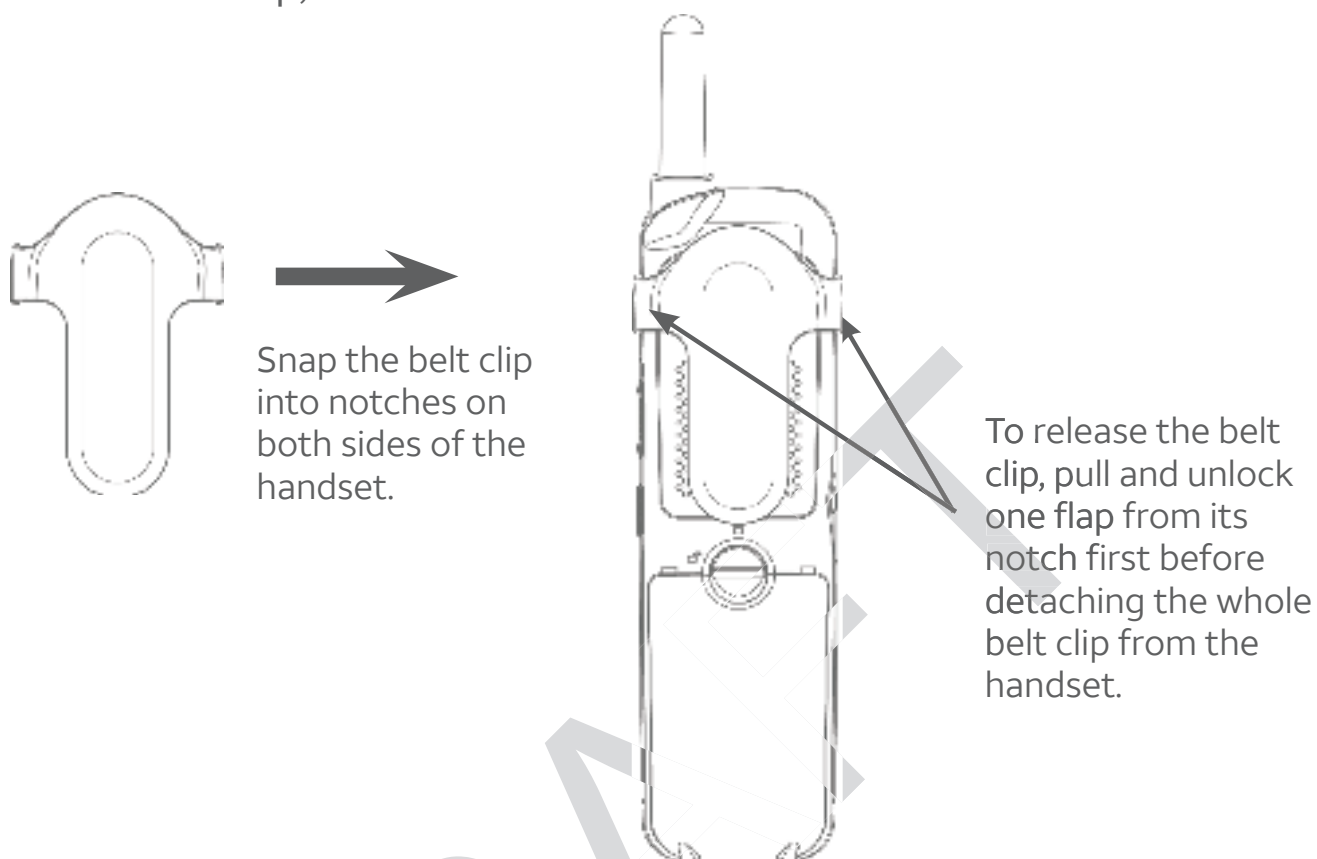
- If the deregistration process is not successful, you might need to reset the system and try again. To reset: pick up the handset and press  **/SPEAKER**, then press  **OFF/CANCEL** and place the handset back into the charger. You can also reset the base by unplugging the power from the base and plugging it back in.
- To register the cordless handset to your base again, refer to the registration information on page 10.

DRAFT

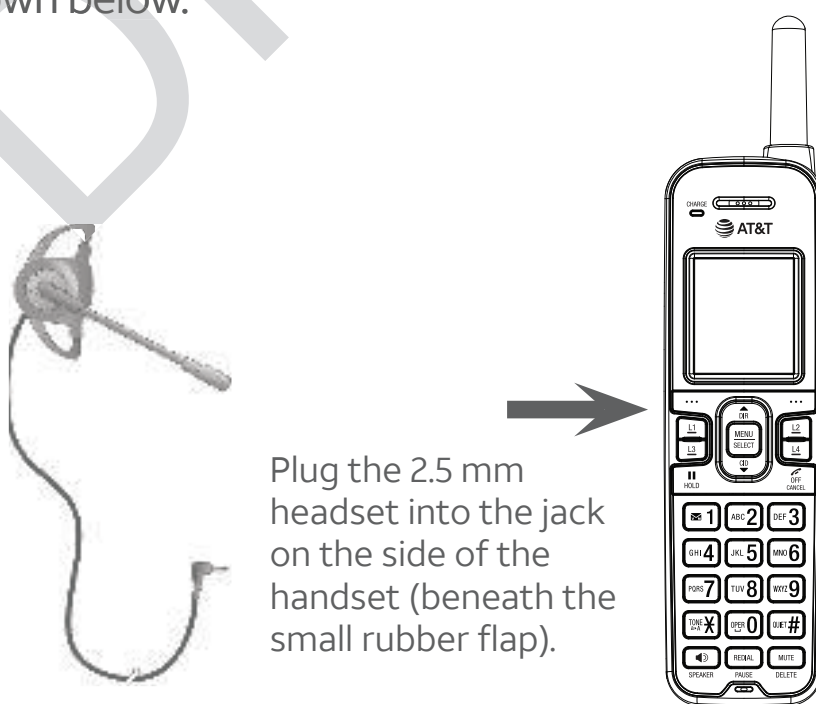
Getting started

Belt clip and optional headset

Install the belt clip, if desired.





To use an AT&T 2.5 mm headset, plug it into the jack on the side of the handset, as shown below.



Handset setup

Menu settings

You can use the menus to change the handset settings.

1. Press **MENU/SELECT** when in idle mode (when the handset is not in use) to enter the main menu.
2. Press **▲DIR** or **CID▼** to scroll to the feature to be changed. The  symbol indicates the selected menu item.
3. Press **MENU/SELECT** or the **Select** softkey to select the menu item.
4. Press  **OFF/CANCEL** or the **Back** softkey to cancel an operation without making changes, exit the menu display, or return to the previous menu.




NOTE: Press and hold  **OFF/CANCEL** to return to idle mode.

Ringer volume

You can set the ringer volume level (1-6), or turn the ringer off. When the ringer is off, the  icon appears on the handset screen.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Ringer setting**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **MENU/SELECT** or the **Select** softkey again to select **Ringer volume**.
4. Press **▲DIR** or **CID▼** or **◀VOLUME▶** on the handset to adjust the ringer volume.
5. Press **MENU/SELECT** or the **Save** softkey to save the setting and return to the previous menu. You will hear a confirmation tone.



To exit without making changes, press  **OFF/CANCEL** or the **Back** softkey.

-OR-

When the handset is idle, press **◀VOLUME▶** to adjust the ringer volume, then press the **Save** softkey.



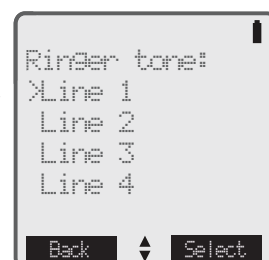
NOTE: The ringer volume also determines the ringer volume for intercom calls (page 34). If the handset ringer volume is set to off, that handset is silenced for all incoming calls.

Handset setup

Ringer tone


You can choose one of ten 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 handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Ringer setting**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Ringer tone**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to select the desired line, then press **MENU/SELECT** or the **Select** softkey.
5. Press **▲DIR** or **CID▼** to select the desired ringer tone. You will hear a sample of each ringer tone you select
6. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. You will hear a confirmation tone. To exit without making changes, press **OFF/CANCEL** or the **Back** softkey.
7. Repeat steps 4-6 above to choose ringer tones for other lines, if desired.




Handset setup

Do Not Disturb (DND)

Use this feature to silence your handset. When you activate the Do Not Disturb function, the  icon and **Do Not Disturb** appear on the handset screen. You will not receive any paging calls and you will not hear rings of incoming calls or intercom calls

Instead, the indicator on the **L1-L4** key flashes to signal an incoming call. If you receive an intercom call, the extension number of that intercom call appears on the screen display.

To turn Do Not Disturb on or off:

1. In idle mode, press and hold the **QUIET/#** key to prevent interruptions. The screen displays **Do Not Disturb: On** and you will hear a confirmation tone.
The  icon and **Do Not Disturb** appear on the idle screen.
2. In idle mode, press and hold the **QUIET/#** key again to resume normal call alerts. The screen displays **Do Not Disturb: Off** and you will hear a confirmation tone.



Handset setup

LCD contrast

You can adjust the screen contrast to one of five levels to optimize readability in different lighting conditions.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Handset setup** then press **MENU/SELECT** or the **Select** softkey.
3. Press **MENU/SELECT** or the **Select** softkey again to select **LCD contrast**.
4. Press **▲DIR** or **CID▼** or **◀VOLUME▶** on the handset to adjust the screen contrast level.
5. Press **MENU/SELECT** or the **Save** softkey to save the setting and return to the previous menu. You will hear a confirmation tone. To exit without making changes, press **☎ OFF/CANCEL** or the **Back** softkey.



Key tone

Use this feature to turn the key tone on and off. The handset 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 handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Handset setup**, and then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Key tone**, and then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to select **On** or **Off**.
5. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. You will hear a confirmation tone. To exit without making changes, press **☎ OFF/CANCEL** or the **Back** softkey.



Handset setup

Auto key lock

You can use this feature to prevent accidental dialing while carrying the handset around. When auto key lock is on, the handset will lock the keypad automatically after 30 seconds in idle mode.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Handset setup**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Auto key lock**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to select **Off** or **On**.
5. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. You will hear a confirmation tone. To exit without making changes, press **OFF/CANCEL** or the **Back** softkey.



 **NOTE:** See page 23 for instructions on manually locking and unlocking the keypad.

LCD Language

You can select the language used for all screen displays of this handset only.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Handset setup**, and then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **LCD Language**, and then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to select **English**, **Espanol** or **Francais**.
5. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. You will hear a confirmation tone. To exit without making changes, press **OFF/CANCEL** or the **Back** softkey.

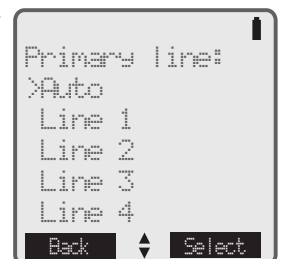


Handset setup

Primary line

Use this feature, also known as automatic line selection, to choose which line is automatically selected each time you make an outside call. If you select **Auto**, the handset picks up any available line starting from Line 1.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Handset setup**, and then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Primary line**, and then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to select a desired line.
5. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. You will hear a confirmation tone. To exit without making changes, press **OFF/CANCEL** or the **Back** softkey.



Call Privacy

Set call privacy to **On** to allow only one extension at a time to use a line. This blocks other extensions from joining a call on your handset. Call privacy is set to **Off** by default. This allows other extensions to join a call in progress on your handset.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Handset setup**, and then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Call privacy**, and then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to select **On** or **Off**.
5. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. You will hear a confirmation tone. To exit without making changes, press **OFF/CANCEL** or the **Back** softkey.



NOTE: To temporarily change the call privacy setting during a call, see page 26.

Handset setup

Handset name

Use this feature to rename the handset.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Handset setup**, and then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Handset name**, and then press **MENU/SELECT** or the **Select** softkey.
4. Change the handset name when prompted.
 - Use the dialing keys to enter a name (up to 10 characters). For details, see page 75.
 - Press **▲DIR** or **CID▼** to move the cursor left or right.
 - Press **MUTE/DELETE** to delete a character.
 - Press and hold **MUTE/DELETE** to delete all characters.
5. Press **MENU/SELECT** or the **Save** softkey to save the setting and return to the previous menu. You will hear a confirmation tone. To exit without making changes, press **☎ OFF/CANCEL** or the **Back** softkey.



Hold reminder

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

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Handset setup**, and then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Hold Reminder**, and then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** or **◀VOLUME▶** to adjust the beep volume.
5. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. You will hear a confirmation tone. To exit without making changes, press **☎ OFF/CANCEL** or the **Back** softkey.



Handset setup

Handset info

Use this feature to display the following information:

- Ring group number(s) assigned to the handset.
- Extension number of a headset linked to the handset.

Ring groups define if the handset will ring when there is an incoming call at the corresponding line.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Handset info**, and then press **MENU/SELECT** or the **Select** softkey.

The screen displays the handset info.

3. To exit, press **OFF/CANCEL** or the **Back** softkey.



Customer support

You can use this feature to display the AT&T website address.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **User support**, and then press **MENU/SELECT** or the **Select** softkey.

The screen displays the AT&T website address.

3. To exit, press **OFF/CANCEL**.



Factory reset

Use this feature to reset the handset setting values to factory default.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Factory reset**, and then press **MENU/SELECT** or the **Select** softkey. The screen displays **Are you sure to reset handset?**
3. Press the **Yes** softkey to confirm. The screen displays **Reset Handset...** When the factory reset is complete, the handset returns to idle mode.



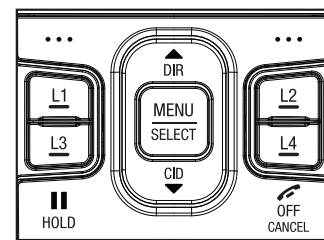
NOTE: If the handset's mailbox is in use or there are lines are on hold on other extensions, the screen displays **System busy. Try again later.**

Handset basic operation

Line indicators

Each of the four indicators on **L1 - L4** indicate the state of the corresponding telephone line.

- On when the corresponding line is in use on this handset.
- Flashes slowly when a call is on hold on the corresponding line.
- Flashes quickly when there is an incoming call on the corresponding line.



Making and ending a call

To :

1. Press /SPEAKER.

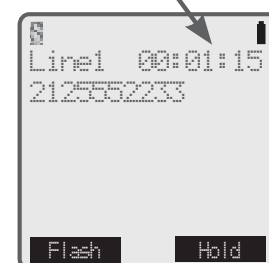
-OR-

To override automatic line selection, press the **L1 - L4** key for the desired line.

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).

Elapsed time



To end a call:

Press **OFF/CANCEL** or place the handset in the charger to hang up.



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

On hook dialing (predialing)

1. Enter the telephone number. Press **MUTE/DELETE** to make corrections when entering the telephone number.
2. Press /SPEAKER to dial.

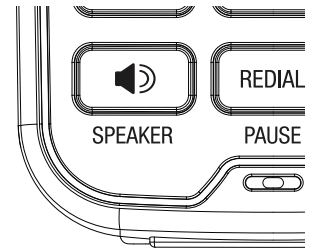
-OR-

Press the **L1 - L4** key to dial for the desired line.

Handset basic operation

Using the speakerphone

During a call, press **🔊/SPEAKER** to switch between handsfree speakerphone and normal handset use. Press **📞 OFF/CANCEL** to hang up.



Answering a call

- Press the corresponding line key (**L1 - L4**).
- **-OR-**
- Press **🔊/SPEAKER**.



Temporary ringer silencing

Press **MUTE/DELETE** when the handset is ringing to silence the ringer temporarily on that handset only. This turns off the ringer without disconnecting the call. The next incoming call rings normally at the preset volume.

 **NOTE:** Each handset rings when there is an incoming call unless the ringer volume is turned off on that handset.

Lock keypad

While the handset is idle, press the **Lock** softkey. The screen displays **Lock keypad?** Press the **OK** softkey. You will hear a confirmation tone. To unlock the keypad, press the **Unlock** softkey. The screen displays **Unlock keypad?** Press the **OK** softkey.

 **NOTES:**

- You can answer incoming calls and intercom calls even if the keypad is locked.
- The handset automatically locks the keypad after 30 seconds in idle mode if you have enabled the auto key lock feature. For details, see **Auto key lock** on page 18.



Handset basic operation

Redial

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

To view the 10 most recently dialed numbers:

1. Press **REDIAL/PAUSE** to enter the redial list and display the most recently called number.
2. Press **▲DIR**, or **CID▼** to scroll through the last 10 called numbers.
3. Press **☎ OFF/CANCEL** to exit the redial list.



To redial a number:

To dial the displayed number, press the **L1 - L4** key for the desired line, or press **☎/SPEAKER**.

To save a redial number to the directory:

1. When the screen displays the desired number, press the **Add** softkey. The screen displays **Enter number**. Use the dialing keys to enter the number.
 - Press **MUTE/DELETE** to delete a digit.
 - Press and hold **MUTE/DELETE** to delete all digits.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
2. Press **MENU/SELECT** or the **Save** softkey to proceed. The screen displays **Enter name**. Use the dialing keys to enter the name (for details, see page 75).
 - Press **MUTE/DELETE** to delete a character.
 - Press and hold **MUTE/DELETE** to delete all characters.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
3. Press **MENU/SELECT** or the **Save** softkey to save. The screen displays **Contact saved**, and you will hear a confirmation tone.

To delete a redial number:

When the screen displays the desired number, press **MUTE/DELETE** to delete the number from the redial memory. You will hear a confirmation tone.

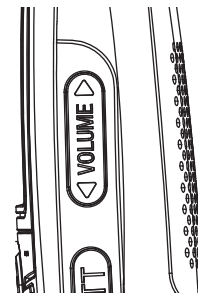
Options while on calls

Volume control

While on a call, press ◀ **VOLUME** ▶ to increase or decrease the listening volume.



NOTE: Handset and speakerphone volume settings are independent.

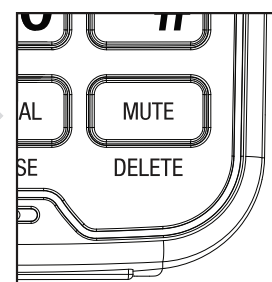


Mute

Use the mute function 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/DELETE**. The screen displays **Microphone off**. When mute is on, the handset screen displays **-Mute**.



To take a call off mute:

- Press **MUTE/DELETE** again. The screen displays **Microphone on**. You may resume speaking.



Call waiting

If you subscribe to call waiting service with your telephone service provider, you will hear a call waiting tone if someone calls while you are on a call.

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



Options while on calls

Call privacy

During a call, you can temporarily change the call privacy setting to allow or disallow other extensions to join the call. The original setting is automatically restored after you hang up or resume the call you put on hold.

To turn call privacy on during a call:

1. During the call, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Private:Off**, then press **MENU/SELECT** or the **Select** softkey. The screen displays **-Priv**.

No extension can join the call now. If another extension tries to access the line you are using, its screen displays **Private call**.



To turn call privacy off during a call:

1. During the call, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Private:On**, then press **MENU/SELECT** or the **Select** softkey.

Other extensions can now join the call by pressing the corresponding line key (**L1 - L4**).



NOTE: To set call privacy for every incoming and outgoing call, see page 19.

Options while on calls

Recording a call

Use this feature to record a phone conversation during a call. The recording is treated the same as memos and is marked as a new message in the private mailbox. Listen to recorded conversations the same way as incoming messages or memos (see **Message playback** on page 66).

To record a call:

1. During the call, press **MENU/SELECT**.
2. Press **MENU/SELECT** or the **Select** softkey to choose **Recording:Off**.
3. The recording starts and the screen displays **-Recording call**.

Both the handset user and the far-end party hear a beep sound when the recording starts and once each minute during the recording.



 **NOTE:** To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the call.

To stop recording:

1. During the call, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Recording:On**, then press **MENU/SELECT** or the **Select** softkey.

-OR-

Press  **OFF/CANCEL** or place the handset in the charger to hang up.



Options while on calls

Hold

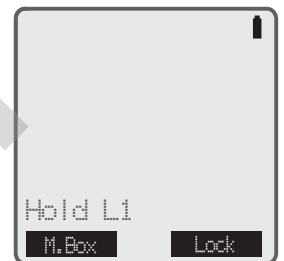
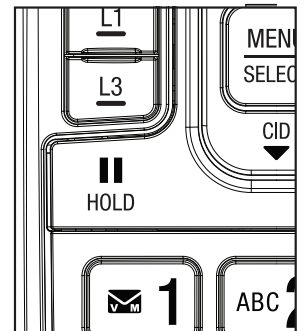
Use this feature to hold one line while accessing another, or as part of the conference feature.

While on a call, press **HOLD** or the **Hold** softkey. The **L1 - L4** indicator for the line on hold flashes slowly, and the screen displays **Hold** and the line number (**L1 - L4**).

After the call has been on hold for more than three minutes, you will hear a double beep every 30 seconds. (To adjust the volume of the reminder tone or turn it off, see **Hold reminder** on page 20.)

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

To release the hold, press the **L1 - L4** key of the call on hold.



NOTES:

- The call privacy setting in the **Handset setup** menu remains unchanged after the call is put on hold.
- The call ends automatically after it is put on hold for 15 minutes.

Switching between lines

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

1. Press the desired line key (**L1 - L4**) of another line to make or answer another call. The current call is put on hold automatically.
2. To return to the first call, press the line key (**L1 - L4**) of the original call. The second line is put on hold automatically.

Options while on calls

Chain dialing

While you are on a call, you can initiate a dialing sequence from the numbers in the directory, caller ID history or redial list.

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

To access the directory or call history while on a call:

1. Press **▲DIR** to enter the directory.
-OR-
Press **CID▼** to enter the call history.
2. Press **▲DIR** or **CID▼** to scroll to the desired number.
3. Press **MENU/SELECT** to dial the number shown. To exit without making changes, press the **Back** softkey and continue with the conversation.

To access the redial list while on a call:

1. Press **REDIAL/PAUSE** to display the redial list.
2. Press **▲DIR** or **CID▼** to scroll to the desired number.
3. Press **MENU/SELECT** to dial the number shown. To exit without making changes, press the **Back** softkey and continue with the conversation.

Conference call

The system can support a conference call with up to six parties -- a maximum of four outside calls and two system extensions (including the initiating party).

There are three ways to establish a conference call:

- Hold an outside call
- Hold an intercom call
- Join a call in progress

Establish a conference call by holding an outside call

After establishing an outside call, hold the call and make another outside call OR make an intercom call to another system extension. When the party answers, you can establish a conference call.

1. Make or answer an outside call (see page 22 or 23 for details).
2. Make another outside call:

- Press another available line key (**L1 - L4**).
The original outside call is put on hold.
- Wait for a dial tone, then enter the telephone number.

When the external party answers, you can have a private conversation with that party.



-OR-

Make an intercom call:

- Press the **Hold** softkey. The original call is put on hold.
- Press **MENU/SELECT**, then press **MENU/SELECT** or the **Select** softkey to select **Intercom**.
- Press **▲DIR** or **CID▼** to scroll to the desired extension, and then press **MENU/SELECT** or the **Select** softkey.



When the extension answers, you can have a private conversation with that party.

3. Press **MENU/SELECT**. Press **▲DIR** or **CID▼** to scroll to **Conference**, and then press **MENU/SELECT** or the **Select** softkey.

Conference call

The screen displays **Lines now in conference.**

The conference call begins and the screen displays **Conf.**, a timer and the line and extension numbers that are in the conference.

- If necessary, repeat step 2-3 to invite another party to join the conference until the maximum capacity is reached.



NOTES:

- After a conference call is established, other extensions are not allowed to join the conference in progress.
- The flash signal in a dialing sequence is not available during a conference call.
- The system does not support an internal conference of more than two system extensions.

Establish a conference call by holding an intercom call

After establishing an intercom call with another system extension, hold the intercom call and make an outside call. When the party answers, you can establish a conference call.

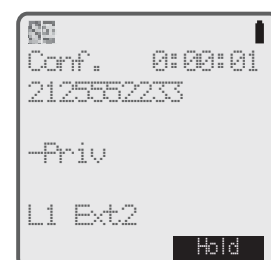
- Make or answer an intercom call (see page 34 for details).
- Press an available line key (**L1 - L4**). The original call is put on hold. Wait for a dial tone, then enter a telephone number to make an outside call. When the external party answers, you can have a private conversation with that party.
- Press **MENU/SELECT**. Press **▲DIR** or **CID▼** to scroll to **Conference**, and then press **MENU/SELECT** or the **Select** softkey.



The screen displays **Lines now in conference.**

The conference call begins and the screen displays **Conf.**, a timer and the line and extension numbers that are in the conference.

- If necessary, repeat step 2-3 to invite another party to join the conference until the maximum capacity is reached.



Conference call

Establish a conference call by joining a call in progress

You can join in an ongoing call on any line that does not have call privacy set (see page 19 and 26). The line icon (**L1 - L4**) appears on the screen when the line is in use.

- Press and hold the appropriate line key (**L1 - L4**) on the handset to join in the call, which then becomes a three-way conference call.

The screen displays **Lines now in conference.**

The conference call begins and the screen displays **Conf.**, a timer and the line and extension numbers that are in the conference.



NOTES:

- If you try to join an ongoing call on a line with call privacy on, the screen displays **Private call** and you hear an error tone.
- If you try to join an existing conference call, the screen displays **Line in conf.** and you will hear an error tone.

Options during a conference call

To talk privately with one external party:

- Press a **L1 - L4** key to talk privately with the person on that line. The other parties of the conference are automatically put on hold.
- To resume the conference call, press **MENU/SELECT**. Press **▲DIR** or **CID▼** to scroll to **Conference**, and then press **MENU/SELECT** or the **Select** softkey.

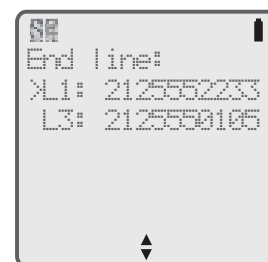
To talk privately with one internal party:

- Press the **Hold** softkey. All parties of the conference are automatically put on hold.
- Press **MENU/SELECT**.
- Press **▲DIR** or **CID▼** to scroll to **Intercom**, and then press **MENU/SELECT** or the **Select** softkey to talk privately with the person on the other extension.
- To resume the conference call, press **MENU/SELECT**. Press **▲DIR** or **CID▼** to scroll to **Conference**, and then press **MENU/SELECT** or the **Select** softkey.

Conference call

To drop an outside line:

1. Press **MENU/SELECT**, then press **MENU/SELECT** or the **Select** softkey to select **End line**.
2. Press **▲DIR** or **CID▼** to choose the line you want to remove, and then press **MENU/SELECT** or the **Select** softkey.



To drop an intercom call:

1. Press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Intercom**, and then press **MENU/SELECT** or the **Select** softkey to activate the intercom call you want to drop. The external line(s) is/are automatically put on hold.
3. Press **OFF/CANCEL** or place the handset in its charger to hang up.
4. If there is only one external line on hold, press the appropriate line key (**L1 - L4**) to resume the external call. If there are multiple external lines on hold, press the **Conf.** softkey to resume the conference call.



To put the conference call on hold:

1. Press the **Hold** softkey. All parties are put on hold.
2. To resume the conference call, press the **Conf.** softkey.



To record a conference call:

Follow the instructions in **Recording a call** on page 27.

To exit a conference call:

Press **OFF/CANCEL** or place the handset in its charger to hang up. The conference call does not end until all parties hang up.

Intercom

You can use the intercom feature for conversations between the handset and other handsets/desksets or the telephone base.

Make an intercom call

1. When the handset is idle, press **MENU/SELECT**.
2. Press **MENU/SELECT** or the **Select** softkey to choose **Intercom**.
3. Press **▲DIR** or **CID▼** to scroll to the desired extension number, and then press **MENU/SELECT** or the **Select** softkey.



-OR-


If you have assigned extension numbers as speed dial entries (see **Speed dial** on page 42), press the desired speed dial key.



The screen displays **Calling:** and the name and extension number of the destination device. When the call is answered, the screen displays **Int.** and a timer.



NOTES:

- Before the intercom call is answered, you can cancel the intercom call by pressing  **OFF/CANCEL** on the calling handset.
- If the extension you are calling is already on an intercom call, the screen displays **Extension busy**.
- If the extension you are calling does not answer after the programmed number of rings (see **Number of rings** on page 59), you will be prompted to leave a message in the extension's private mailbox.

Answer an intercom call

When you receive an intercom call, you hear a ringing tone and the handset screen displays **---Intercom---** and the name and extension number of the device that is calling.



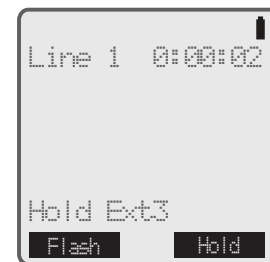
- Press  **/SPEAKER** or the **Ans** softkey to answer.

Intercom

Answer an incoming call during an intercom call

If you receive an incoming outside call during an intercom call, you will hear two beeps.

To answer the call, press the corresponding line key (**L1 - L4**). The intercom call is put on hold automatically.

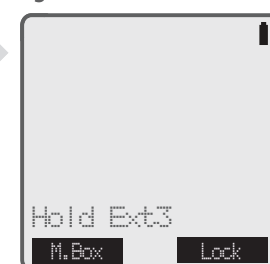


 **NOTE:** You cannot use /**SPEAKER** to answer the incoming call.

Hold an intercom call

- During an intercom call, press **HOLD** or the **Hold** softkey. The screen displays **Hold** and the extension number.

After the call has been put on hold for more than three minutes, a double beep sounds every 30 seconds. To turn off the reminder beep, see **Hold reminder** on page 20.



The far end of the held intercom call will hear the music that comes with the telephone system. To change the setting and for more details, refer to the **Music on hold** section in the user's manual of SynJ2 SB67238/SB67258 base.

To resume the intercom call:

- When the handset is idle, press **MENU/SELECT**.
- Press **MENU/SELECT** or the **Select** softkey to choose **Intercom**.



 **NOTES:**

- You can only hold one intercom call.
- The intercom call on hold is dropped after 15 minutes.

Record an intercom call

Follow the instructions in **Recording a call** on page 27.

End an intercom call

- Press  **OFF/CANCEL** or place the handset in the charger.

Call transfer

You can transfer a call to any other system telephone. Only the recipient extension can answer the transferred call.

Blind transfer

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

1. During the call, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Transfer**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to the desired extension, then press **MENU/SELECT** or the **Select** softkey.



The screen displays **Line X transferred to XX** (**X** is the line number and **XX** is the device and extension number). The destination device rings.

- You can resume the call by pressing the corresponding slow flashing line key (**L1 - L4**) on the handset before the destination device answers the call.



NOTE: If the private mailbox of the destination extension is off, the transferred call will only ring on the destination extension for five times. If the destination extension does not answer within that period, the transferred call rings back the handset and the screen displays **Return** on the incoming call screen. If the handset does not answer the call, the call ends after it has been in the transfer process for 10 minutes.



Call transfer

Announced transfer

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

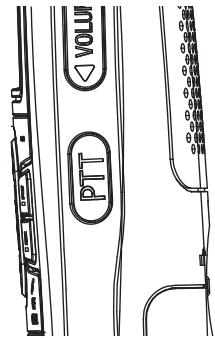
1. During the call, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Intercom**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to a desired extension, then press **MENU/SELECT** or the **Select** softkey. The outside call is put on hold.
4. When the destination party answers the call, you can then talk to the destination party privately.
5. Press **MENU/SELECT**, then press **▲DIR** or **CID▼** to scroll to **Transfer**.
6. Press **MENU/SELECT** or the **Select** softkey to transfer the call to the destination extension.

The screen displays **Call transferred** and the handset returns to idle.



Push to talk (PTT) call

You can directly broadcast your voice to the speakerphone of any extension. The extension you called can respond by pressing the **PTT** key to begin two-way communication. Only one PTT call can be maintained at a time.



Make a PTT call to an extension

1. When the handset is idle, press **PTT**.
2. Press **▲DIR** or **CID▼** to choose the desired extension, then press **MENU/SELECT** or the **Select** softkey.



The screen displays **Paging...**, then **Press and Press and hold [PAGE] to talk**.


3. Press and hold **PTT**. Your handset screen shows **Paging... Ext X:** (X represents the extension number [0-9]).
4. Speak into the microphone while continuing to hold down the **PTT** key. Your voice is broadcast to the desired extension.
5. Release the **PTT** key after speaking. The destination party can reply.



When the other party talks, the screen displays **Page from: XX To device: Ext X** (XX represents their device name and extension number [0-9]. X represents your extension number).



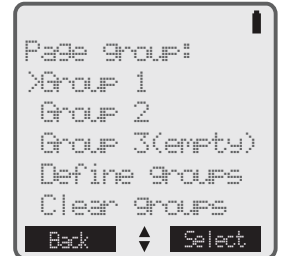
NOTES:

- Before the PTT call is answered, you can cancel the PTT call by pressing  **OFF/CANCEL**
- You cannot make a PTT call to an extension that is on a call.
- If all four telephone lines are in use, the PTT call feature is not available.

Push to talk (PTT) call

Make a PTT call to multiple extensions

1. When the handset is idle, press **PTT**.
2. To call a group of extensions:
 - Press **▲DIR** or **CID▼** to scroll to **Group**, then press **MENU/SELECT** or the **Select** softkey.
 - Press **▲DIR** or **CID▼** to scroll to choose the desired group (Group 1-Group3), then press **MENU/SELECT** or the **Select** softkey.



-OR-

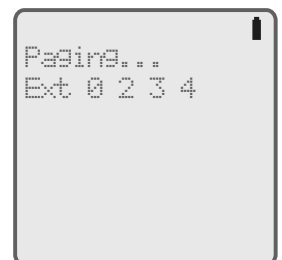
To call all registered extensions:

- Press **▲DIR** or **CID▼** to scroll to **All**, then press **MENU/SELECT** or the **Select** softkey.

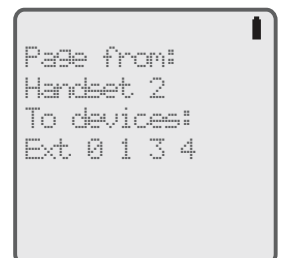


The screen displays **Paging...**, then **Press and Press and hold [PAGE] to talk**.

3. Press and hold **PTT** until your handset screen shows **Paging... Ext X**: (X represents the extension numbers [0-9]).
4. Speak into the microphone while continuing to hold down the **PTT** key. Your voice is broadcast to the desired extensions.
5. Release the **PTT** key after speaking. Any destination party can reply.



When another party talks, the screen displays **Page from: XX To device: Ext X** (XX represents the device name and extension number of the party talking. X represents the extension numbers [0-9] of the parties listening).



NOTES:

- If any device is busy, it will not receive the PTT call.
- If you select a group that is empty, the screen displays **Group X Empty. Press [Select] to set group**. To add extensions to the group, press **MENU/SELECT** or the **Select** softkey, then go to step 5 on page 41.

Push to talk (PTT) call

Answer a PTT call

When you receive a PTT call, you will hear a beep and the screen displays **Press and hold [PAGE] to talk**.

When the other party talks, the screen displays **Page from: XX To device: Ext X** (XX represents the device name and extension number [0-9]. X represents your extension number).

1. To reply, press and hold **PTT**. Your handset screen shows **Paging... Ext X:** (X represents the extension number [0-9]).
2. Speak into the microphone while continuing to hold down the **PTT** key.
3. Release the **PTT** key after speaking.



End a PTT call

- Press  **OFF/CANCEL** to end a PTT call. The screen displays **Page ended**.



NOTE: The PTT call will automatically end if neither party presses **PTT** after five seconds.

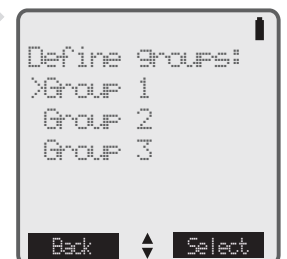
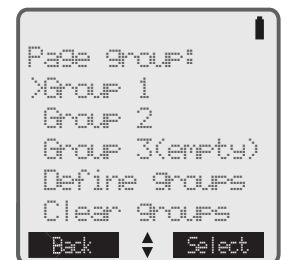


Push to talk (PTT) call

Set and edit a group for PTT call

Use the group setting if you want to broadcast your voice to a group of extensions. When you make a PTT call to a group, only the selected extensions hear your voice. You can create up to three paging groups.

1. When the handset is idle, press **PTT**.
2. Press **▲DIR** or **CID▼** to scroll to **Group**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Define groups**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to scroll to a desired group (Group 1-Group 3), then press **MENU/SELECT** or the **Select** softkey.
5. Press an extension number if you want to add it into the group.
 - To remove an extension number, press the same number again.
6. Press **MENU/SELECT** or the **Save** softkey to save the setting and return to the previous menu. To exit without making changes, press **OFF/CANCEL** or **Back**.




 **NOTE:** Each group can contain a maximum of four other system extensions.

Delete a group for PTT call

1. When the handset is idle, press **PTT**.
2. Press **▲DIR** or **CID▼** to scroll to **Group**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Clear groups**, then press **MENU/SELECT** or the **Select** softkey. The screen displays **Clear all group settings?**
4. Press the **Yes** softkey to confirm. The screen displays **All group settings clear**.


Speed dial

The handset has 10 speed dial locations where you can store and dial telephone numbers or system extension numbers. You can store up to 32 digits in each location.

 **NOTE:** By default, pressing speed dial keys 0 to 9 will make an intercom call to the corresponding registered extension.

Add from directory or select an extension

You can program a speed dial key by adding from the directory or selecting a call extension.






1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Speed dial**, then press **MENU/SELECT** or the **Select** softkey. The screen displays **Speed dial: Press a speed dial key to edit**.
3. Press the desired speed dial key (**0-9**). The screen displays the speed dial entry assigned to that key, if applicable.
4. press **MENU/SELECT** or the **Edit** softkey.
5. Press **▲DIR** or **CID▼** to scroll to **Add from DIR** or **Call extension**, then press **MENU/SELECT** or the **Select** softkey.
6. Press **▲DIR** or **CID▼** to choose the desired directory entry or extension number.
7. press **MENU/SELECT** or the **Save** softkey or the **Select** softkey to save the speed dial entry. The screen displays the saved speed dial entry. To exit without making changes, press  **OFF/CANCEL** or the **Back** softkey.




Speed dial

Enter a new telephone number

You can program a speed dial key by entering a telephone number and name.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Speed dial**, then press **MENU/SELECT** or the **Select** softkey. The screen displays **Speed dial: Press a speed dial key to edit**.
 
3. Press the desired speed dial key (**0-9**). The screen displays the speed dial entry assigned to that key, if applicable.
 
4. Press **MENU/SELECT** or the **Edit** softkey.
5. Press **MENU/SELECT** or the **Select** softkey to choose **New number**.
 
6. Use the dial pad to enter the telephone number (up to 32 digits).
 - Press **MUTE/DELETE** to delete a digit.
 - Press and hold **MUTE/DELETE** to delete all digits.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
 - Press the **Flash** softkey to enter a flash (see page 48).
7. Press **MENU/SELECT** or the **Save** softkey.
 - The screen displays **Number already saved** if the number is already in the directory. Press **OFF/CANCEL** and go to step 5 on page 42.
8. The screen displays **Enter name**. Use the dialing keys to enter the name (up to 24 characters). For details, see page 75.
 - Press **MUTE/DELETE** to delete a character.
 - Press and hold **MUTE/DELETE** to delete all characters.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.

Speed dial

9. Press **MENU/SELECT** or the **Save** softkey to save the speed dial entry. The screen displays the saved speed dial entry. To exit without making changes, press  **OFF/CANCEL** or the **Back** softkey.



NOTES:

- The newly added phone number will also be saved to the directory.
- If you want to edit the phone number of the speed dial entry, you need to edit it in the directory.

Dial a speed dial entry

When the handset is idle, press and hold the desired speed dial key (**0-9**).

Delete a speed dial entry

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Speed dial**, then press **MENU/SELECT** or the **Select** softkey.
The screen displays **Speed dial: Press a speed dial key to edit**.



3. Press the desired speed dial key (**0-9**).
The screen displays the speed dial entry assigned to that key.



4. Press **MUTE/DELETE**.

The speed dial entry is deleted. You will hear a confirmation tone.



NOTES:

- Deleting a speed dial entry will not delete the corresponding entry in the directory.
- If you delete the speed dial entry for keys 0 to 9, it will reset to the default setting and serve as an intercom key to the corresponding registered extension.

About the directory

Use the directory to store names and telephone numbers. Directory entries are not shared with other extensions. The telephone base and each handset/deskset have their own directories.

Capacity

The directory in each handset is independent from all other handsets/desksets. In other words, changes made to the directory on any handset apply only to that particular handset.

Each directory can store up to 100 entries, with a maximum of 24 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 50).

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

Exit the directory

On a handset, press  **OFF/CANCEL** to cancel an operation and return to idle mode.

Create directory entries

Create a directory entry by entering a number

You can create a directory entry by entering a telephone number on the idle screen.

1. When the handset is idle, enter the telephone number (up to 32 digits).
2. Press **MENU/SELECT** or the **Add** softkey. The screen displays **Edit number**. Use the dialing keys to edit the number, if necessary.
 - Press **MUTE/DELETE** to delete a digit.
 - Press and hold **MUTE/DELETE** to delete all digits.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
3. Press **MENU/SELECT** or the **Save** softkey. The screen displays **Enter name**. Use the dialing keys to enter the name (up to 24 characters). For details, see page 75.
 - Press **MUTE/DELETE** to delete a character.
 - Press and hold **MUTE/DELETE** to delete all characters.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
4. Press **MENU/SELECT** or the **Save** softkey to save the directory entry. The screen displays **Contact saved**. To cancel without saving, press and hold **OFF/CANCEL**



Create directory entries

Create a directory entry by using the menu

You can create a directory entry by using the menu.

1. When the handset is idle, press **MENU/SELECT**.
2. Press **▲DIR** or **CID▼** to scroll to **Directory**, then press **MENU/SELECT** or the **Select** softkey.
 - If the screen displays **Directory empty**, press **MENU/SELECT** or the **Add** softkey and go to step 4.
3. Press **▲DIR** or **CID▼** to scroll to **Add contact**, then press **MENU/SELECT** or the **Select** softkey.
4. The screen displays **Enter number**. Use the dialing keys to enter the telephone number (up to 32 digits).
 - Press **MUTE/DELETE** to delete a digit.
 - Press and hold **MUTE/DELETE** to delete all digits.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
5. Press **MENU/SELECT** or the **Save** softkey. The screen displays **Enter name**. Use the dialing keys to enter the name (up to 24 characters). For details, see page 75.
 - Press **MUTE/DELETE** to delete a character.
 - Press and hold **MUTE/DELETE** to delete all characters.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
6. Press **MENU/SELECT** or the **Save** softkey to save the directory entry. The screen displays **Contact saved**. To exit without saving, press and hold **OFF/CANCEL**.



Create directory entries

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 the **Flash** softkey. 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/SELECT**.



Review directory

Review directory entries

1. When the handset is idle, press **▲DIR**.

-OR-

Press **▲DIR** or **CID▼** to scroll to **Directory**, then press **MENU/SELECT** or the **Select** softkey. Press **MENU/SELECT** or the **Select** softkey to choose **Review**.

The screen displays the first entry in the directory.

2. Press **▲DIR** or **CID▼** to browse through the directory. Entries appear in alphabetical order.
3. Press and hold **☎ OFF/CANCEL** to return to idle mode.



NOTE: If the screen displays **Directory Empty**, there are no directory entries to review. To add a directory entry, press **MENU/SELECT** and go to step 4 on page 47.

Search directory

Search by name

Follow the steps below to search for directory entries on the handset.

1. When the handset is idle, press **▲DIR**.
2. Press the dialing keys (**2-9**) to enter up to three letters for a name search. For details, see page 75.
 - If there is a entry matching the letter(s) you entered, the screen displays the first entry beginning with those letter(s).
 - If there is no entry matching the letter(s) you entered, the screen displays the next closest entry.



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

- If you enter **J**, the screen displays the entry for **Jake**.
- If you enter **Je**, the screen displays the entry for **Jennifer**.
- If you enter **Jes**, the screen displays the entry for **Jessica**.
- If you enter **Ji**, the screen displays the entry for **Kevin**.

Dial, edit or delete directory entries

You can dial, edit or delete a directory entry (name and number) when it is shown on the handset screen. You can use the directory review (page 49) or name search (page 50) to display an entry.

Dial a directory entry

When a directory entry is displayed on the screen, you can dial the number by pressing the desired line key (**L1 - L4**) or **◀▶/SPEAKER**.

Edit a directory entry

- When a directory entry is displayed on the screen, press the **Edit** softkey. Press **MENU/SELECT** or the **Save** softkey to choose **Edit**. The screen displays **Edit number**.
- Use the dialing keys to edit the number, if necessary.
 - Press **MUTE/DELETE** to delete a digit.
 - Press and hold **MUTE/DELETE** to delete all digits.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
- Press **MENU/SELECT** or the **Save** softkey to proceed. The screen displays **Enter name**.
- Use the dialing keys to enter the name (up to 24 characters). For details, see page 75.
 - Press **MUTE/DELETE** to delete a character.
 - Press and hold **MUTE/DELETE** to delete all characters.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
- Press **MENU/SELECT** or the **Save** softkey to save. The screen displays **Contact saved**. To exit without saving, press and hold **⏏ OFF/CANCEL**.



Delete a directory entry

- When a directory entry is displayed, press **MUTE/DELETE**. The screen displays **Delete contact?**
- Press the **Yes** softkey to confirm. You will hear a confirmation tone.

About caller ID (Call history)

This handset supports caller ID services that most telephone service providers offer. Caller ID enables you to see the name, number, date and time of calls. Depending on your service subscription, you might see the caller's number, or the caller's name and number from the telephone service provider after the first or second ring. Caller ID information might not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers.

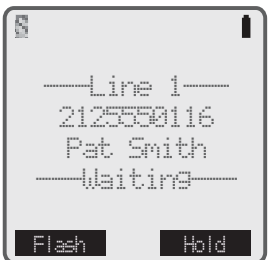


This handset can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment.

Information about caller ID with call waiting


Caller ID with call waiting lets you see the name and telephone number of the caller before answering the telephone, and while on another call. The time and date, along with the call information, are from the telephone service provider.

There are fees for caller ID services. In addition, services may not be available in all areas.



It might be necessary to change your telephone service to use this feature. Contact your telephone service provider if:

- You have both caller ID and call waiting, but as separate services (you might need to combine these services).
- You only have caller ID service, or only call waiting service.
- You do not subscribe to caller ID or call waiting services.

 **NOTE:** You can use this handset with regular caller ID service. You can also use this handset's other features without subscribing to caller ID or combined caller ID with call waiting service.

Caller ID information

How call history works

The handset stores caller ID information for the last 50 incoming calls in the call history. Entries are stored in reverse chronological order. The telephone deletes the oldest entry when the log is full to make room for new calls.

Each extension has independent call history. Deleting the call history entries on any one extension does not affect the call history entries on other extensions.

If you answer a call before the caller ID information appears on the screen, it does not show in the call history.

Review the call history to determine who called, return the call, or copy the caller's name and number into your directory.

The time and date of the call and the caller's name and telephone number are included in the display.

Caller ID information appears on the screen when the telephone rings, until the caller hangs up, the call has been answered at another extension, or until the call ends.

Handset screen display



NOTES:

- The caller ID information might not be available for every incoming call. Callers might intentionally block their names and/or telephone numbers.
- Each entry can store up to 24 digits for the telephone number and 16 characters for the name.

Caller ID information

Reasons for missing caller ID information

There are occasions when other information or no information is shown for various reasons:

On-screen message	Reason
Private Number	The caller prefers not to show the telephone number.
Private Name	The caller prefers not to show the name.
Private Caller	The caller prefers not to show the telephone number and name.
Unknown Number	Your telephone service provider cannot determine the caller's telephone number. Calls from other countries may also generate this message.
Unknown Name	Your telephone service provider cannot determine the caller's name. Calls from other countries may also generate this message.
Unknown Caller	Your telephone service provider cannot determine the caller's name and telephone number. Calls from other countries may also generate this message.

Call history operation

Memory match

If the incoming telephone number is an exact match with a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

For example, if Christine Smith calls, her name appears as **Chris** if this is how you entered it into your directory.



NOTE: The number you see on your caller ID is in the format from the telephone service provider. It usually delivers 10-digit telephone numbers (area code plus telephone number).

Missed (new) calls indicator

When a handset is idle and has new or missed calls, its screen shows **XX Missed call(s)**.

All new or missed entries are identified as missed calls. Each time you review a call history entry with the text **New**, the number of missed calls decreases by one.

When all the **New** entries in the call history have been reviewed, the system removes the missed calls alert from the display.



Review the call history

1. When the handset is idle, Press **CID▼**

-OR-

Press **MENU/SELECT**. Press **▲DIR** or **CID▼** to scroll to **Call history**, then press **MENU/SELECT** or the **Select** softkey.

2. Press **▲DIR** or **CID▼** to scroll through the call history entries in reverse chronological order starting with the most recent call first.

3. To exit without making changes, press

OFF/CANCEL.



Call history operation

Dial a call history entry

1. When in the call history, press **▲DIR** or **CID▼** to browse to the entry you wish to dial.
2. Press the desired line key (**L1 - L4**) or **🔊/SPEAKER**, to dial the entry.

Save a call history entry to the directory

1. When in the call history, press **▲DIR** or **CID▼** to browse to the entry you wish to save.
2. Press the **Add** softkey.
The screen displays **Edit number**.
3. Use the dialing keys to edit the number, if necessary.
 - Press **MUTE/DELETE** to delete a digit.
 - Press and hold **MUTE/DELETE** to delete all digits.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
 - Press the **Flash** softkey to enter a flash (see page 48).
4. Press **MENU/SELECT** or the **Save** softkey to proceed. The screen displays **Edit name**.
5. Use the dialing keys to edit the name, if necessary (up to 24 characters), if necessary. For details, see page 75.
 - Press **MUTE/DELETE** to delete a character.
 - Press and hold **MUTE/DELETE** to delete all characters.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
6. Press **MENU/SELECT** or the **Save** softkey to save the new directory entry. The screen displays **Contact saved**. You will hear a confirmation tone. To exit without saving, press **📞 OFF/CANCEL**.



Call history operation

Delete call history entries

To delete a call history entry:

1. When in the call history, press **▲DIR** or **CID▼** to browse to the entry you wish to delete.
2. Press **MUTE/DELETE**. The screen displays **Deleted**.



To delete all caller ID entries:

1. When the handset is idle, press **CID▼**.

-OR-

Press **MENU/SELECT**. Press **▲DIR** or **CID▼** to scroll to **Call history**, then press **MENU/SELECT** or the **Select** softkey.

2. When the screen shows **Press [DELETE] to delete all**, press **MUTE/DELETE**. The screen displays **Delete all calls?**
3. To confirm deletion, press the **Yes** softkey. The screen displays **All calls deleted**. To cancel deletion, press the **No** softkey.



Private mailbox setup

This handset has a private mailbox that can answer calls and record messages when the auto attendant of the base and the private mailbox of the handset are turned on.

When the auto attendant in the base picks up a call, the caller has to enter the extension number of this handset to access the private mailbox. The private mailbox answers the call after the ring delay you set in the **Number of rings** section (page 59).

Activate private mailbox

There are three different modes of your private mailbox. You can turn it **On** or **Off**, or choose **Announce only**. If you choose **Announce only**, your handset plays an announcement only, and the call is then dropped automatically.

1. When the handset is idle, press the **M.Box** softkey.
2. Press **▲DIR** or **CID▼** to scroll to **Mailbox On/Off**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **On**, **Off**, or **Announce only**.
4. Press **MENU/SELECT** or the **Select** softkey to save the setting. To exit without saving, press **OFF/CANCEL**.



Private mailbox setup

Number of rings

You can set the number of times your handset rings before the private mailbox picks up a call.

1. When the handset is idle, press the **M.Box** softkey.
2. Press **▲DIR** or **CID▼** to scroll to **Settings**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Mailbox On** or **Announce only**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **MENU/SELECT** or the **Select** softkey to choose **No. of rings**.
5. Press **▲DIR** or **CID▼** to choose the desired number of rings (**0-7**) or **Toll saver**.
 - **Toll saver** - the private mailbox 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/SELECT** or the **Select** softkey to save the setting.
To exit without making changes, press **☎ OFF/CANCEL**.



Voice language

The default language for mailbox's voice prompts is English. You can change to use French if desired. To change the setting and for more details, refer to the **Language** section in the user's manual of the SynJ SB67238/SB67258 base.

Private mailbox setup

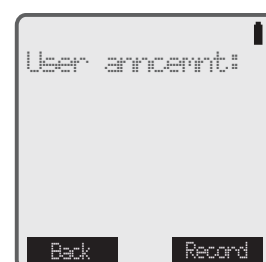
Announcement

An announcement plays when calls are answered by the private mailbox. The system has a default announcement, *“Extension X is not available to answer your call right now. Please leave a message after the tone.”* (X is the extension number of your handset.) You can use this announcement or record your own.

You can record an announcement up to 90 seconds.

To record the announcement:

1. When the handset is idle, press the **M.Box** softkey.
2. Press **▲DIR** or **CID▼** to scroll to **Settings**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Mailbox On** or **Announce only**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to scroll to **Announcement setup**, then press **MENU/SELECT** or the **Select** softkey.
5. Press **▲DIR** or **CID▼** to scroll to **User announcement**, then press **MENU/SELECT** or the **Select** softkey.
 - If you have previously recorded your own announcement, press the **Change** softkey.
6. Press **MENU/SELECT** or **Record** to start recording. Speak towards the microphone to record your announcement.
7. Press **MENU/SELECT** or **Stop** to stop recording. You will hear the playback of the recording.
8. Press the **OK** softkey to save the recording, or press the **Change** softkey to record again, if desired.



Private mailbox setup

To play the recorded announcement:

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Settings**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Mailbox On** or **Announce only**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to scroll to **Announcement setup**, then press **MENU/SELECT** or the **Select** softkey.
5. Press **▲DIR** or **CID▼** to scroll to **User announcement**, then press **MENU/SELECT** or the **Select** softkey. The current announcement plays.
 - To save the announcement, press the **OK** softkey.
 - To record a new announcement, press the **Change** softkey and go to step 6 on page 60.



To play and select the default announcement:

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Settings**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Mailbox On** or **Announce only**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to scroll to **Announcement setup**, then press **MENU/SELECT** or the **Select** softkey.
5. Press **MENU/SELECT** or the **Select** softkey to choose **Default**. The default announcement plays.
6. Press **MENU/SELECT** or **OK** to select the announcement.



Private mailbox setup

Remote access code

Use this code to select a three-digit number to allow remote access of the answering system from another telephone. You can change the code to any number from **000-999**. This code is **000** by default.

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Settings**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **MENU/SELECT** or the **Select** softkey to choose **Remote access**.
4. Use the dialing keys to enter a 3-digit remote code.
 - Press **MUTE/DELETE** to delete a digit.
 - Press and hold **MUTE/DELETE** to delete all digits.
 - Press **▲DIR** or **CID▼** to move the cursor to the left or right.
5. Press **MENU/SELECT** or the **Save** softkey to save the setting and return to the previous menu. To exit without making changes, press **OFF/CANCEL**.



Message Length

Use this feature to set the maximum length of each recorded message. The caller can record a message up to that specific time period.

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Settings**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Message length**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to scroll to **1 minute**, **2 minutes** or **3 minutes**.
5. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. To exit without making changes, press **OFF/CANCEL**.



Private mailbox setup

Call screening

Use this feature to choose whether incoming messages can be heard over the speaker when they are being recorded. This feature is set to **On** by default. You hear the incoming message on your handset when a call comes in.

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Settings**, then press **MENU/SELECT** or the **Select** softkey
3. Press **▲DIR** or **CID▼** to scroll to **Call screening**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to scroll to **On** or **Off**.
5. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. To exit without making changes, press **OFF/CANCEL**.



Call intercept

When a caller is leaving a message on your private mailbox, you can stop the recording and talk to the caller by pressing the corresponding line key (**L1-L4**). Choose whether private incoming messages can be intercepted by the handset during recording.

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Settings**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Call intercept**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to scroll to **On** or **Off**.
5. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. To exit without making changes, press **OFF/CANCEL**.



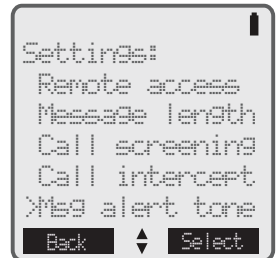
Private mailbox setup

Message alert

Use this feature to turn the audible message alert on or off.

If the message alert tone is on, the handset beeps every 10 seconds when there are new messages in the private mailbox.

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Settings**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to **Msg alert tone**, then press **MENU/SELECT** or the **Select** softkey.
4. Press **▲DIR** or **CID▼** to scroll to **On** or **Off**.
5. Press **MENU/SELECT** or the **Select** softkey to save the setting and return to the previous menu. To exit without making changes, press **☞ OFF/CANCEL**.



NOTE: You can press any keys to temporarily silence the message alert tone when it is playing. The message alert tone resumes when a new message is recorded.

Remaining time

The maximum recording time of the handset is 15 minutes. You can record up to 99 messages in the handset. Use this feature to check the remaining recording time and message capacity in the system.

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Remaining time**, then press **MENU/SELECT** or the **Select** softkey. The screen displays the remaining time and message capacity.
3. Press **☞ OFF/CANCEL** to return to the previous menu.



Answering system operation

New message indication

The handset displays **XX New messages** when there are new messages and/or memos in the private mailbox.



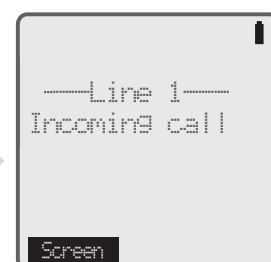
Call screening

When the answering system and call screening are turned on (see **Call screening** on page 63), and a message is being recorded, press the **Screen** softkey to hear the incoming message.

During message recording, press ◀ **VOLUME** ▶ to adjust the volume.

Press **Stop** to stop the call screening.

t



Call intercept

When a caller is leaving a message on your private mailbox, you can stop the recording and talk to the caller by pressing the corresponding line key (**L1-L4**). You can turn this feature on or off. See **Call intercept** on page 63.

Answering system operation

Message playback

From the handset, you can play the messages in the private mailbox and the general mailbox. You can choose to play the new messages only or play old messages.

When playback begins, the total number of messages is announced. Before each message, you hear the date and time of the recording. After the last message, you hear, “*End of messages.*”

 **NOTE:** Messages in the general mailbox are stored in the base.

To listen to messages in the private mailbox:

1. When the handset is idle, press **M.Box**.
2. Press **MENU/SELECT** or the **Select** softkey to select **Play messages**.
3. If you have only new messages or only old messages, the handset plays the messages directly.



-OR-

If you have both new and old messages, press **▲DIR** or **CID▼** to choose **New messages** or **Old messages**. Press **MENU/SELECT** or the **Select** softkey to play the messages in the private mailbox.

To listen to messages in the general mailbox:

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Gen MB**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **MENU/SELECT** or the **Select** softkey to choose **Play messages**.
4. If you have only new messages or only old messages, the handset plays the messages directly.



-OR-

If you have both new and old messages, press **▲DIR** or **CID▼** to choose **New messages** or **Old messages**. Press **MENU/SELECT** or the **Select** softkey to play the messages in the general mailbox.



Answering system operation

Options during playback

When a message is playing, you can adjust the playback volume, skip, repeat, delete, or switch between speakerphone and handset earpiece.

When messages are playing on the handset:

- Press ◀ **VOLUME** ▶ to adjust the message playback volume.
- Press the **Skip** softkey to skip to the next message.
- Press the **Repeat** softkey to repeat the current message. Immediately press the **Repeat** softkey after the date and time announcement to hear the previous message.
- Press **MUTE/DELETE** to delete the message. The system announces *"Message deleted."*
- Press 🔊/**SPEAKER** to switch between the speakerphone and handset earpiece.
- Press 📞 **OFF/CANCEL** to stop the playback and return to the previous menu.



Transfer messages

When a message in the handset mailbox is playing, you can transfer the message to a desired extension.

1. Press **MENU/SELECT** while the handset is playing a message.
2. Press ▲**DIR** or **CID**▼ to scroll to a desired extension, then press **MENU/SELECT** or the **Select** softkey.
 - If you transfer the message to the base, the handset displays **Message transferred to extension 0** and announces, *"Message transferred to the general mailbox."*
 - If you transfer the message to other extension, the handset displays **Message transferred to extension X** and announces, *"Message transferred to extension mailbox X."*



Answering system operation

Delete all mailbox messages

You can delete all messages stored in the private mailbox or stored in the general mailbox. You cannot delete new messages until you review them. You cannot retrieve deleted messages.

To delete all messages in the private mailbox:

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Delete all old**, then press **MENU/SELECT** or the **Select** softkey.

The screen displays **Delete all old messages?**

3. Press **MENU/SELECT** or **Yes** to confirm. The screen displays **Deleting...** and **All old msgs deleted**. You will hear a confirmation tone.



To delete all messages in the general mailbox:

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Gen MB**, then press **MENU/SELECT** or the **Select** softkey.



3. Press **▲DIR** or **CID▼** to scroll to **Delete all old**, then press **MENU/SELECT** or the **Select** softkey.

The screen displays **Delete all old messages?**

4. Press **MENU/SELECT** or **Yes** to confirm. The screen displays **All old msgs deleted**. You will hear a confirmation tone.



Answering system operation

Record memo

Memos are messages you record at a handset. You can save, play back and delete them like incoming messages. You can record a memo as a reminder to yourself, or send a message to other extensions using the answering system.

1. When the handset is idle, press **M.Box**.
2. Press **▲DIR** or **CID▼** to scroll to **Record Memo**, then press **MENU/SELECT** or the **Select** softkey.
3. Press **▲DIR** or **CID▼** to scroll to a desired extension, then press **MENU/SELECT** or the **Select** softkey.
4. Press the **Record** softkey to start recording. Speak towards the microphone to record your memo.
5. Press the **Stop** softkey to stop recording. You will hear the playback of the recording.
6. Press the **Change** softkey to record again, if desired.
7. Press the **OK** softkey to save the recording and send it to the extension. The screen displays **Message transferred to extension X**. Press **OK**.

 **NOTE:** If you record a memo when the memory is full, the screen displays **Message full**.



Answering system operation

Remote access

You can access your answering system remotely by calling any telephone line connected to handset from any touch-tone telephone. Make sure the auto attendant feature of your SynJ SB67238/SB67258 base, and the private mailbox of the extension are turned on for this feature to work. Remote access can only play messages stored in the private mailbox.

To remotely access the answering system:

1. Dial any telephone line connected to the base from any touch-tone telephone.
2. When the system answers, enter the extension number.
3. Once the private mailbox of the extension answers, enter the three-digit remote access code (**000** is the default code; see **Remote access code** on page 62 to change it).
4. Enter the following remote commands.

Remote commands:

1	Press to play all messages.
2	Press to delete all old messages.
3	Press to delete the current message (during playback).
4	Press to repeat the current message (during playback). Within five seconds of message playback, press 4 again to listen to the previous message (during playback).
5	Press to stop and return to the remote commands (during playback).
6	Press to skip to the next message (during playback).
8	Press to transfer the current message (during playback).
#	Press to end the call.

5. Hang up to end the call.

Answering system operation

Cut out and carry the remote access wallet card at the back of this user's manual for quick reference.

DRAFT

Handset display screen messages

1) Press MENU on Base ->Registration ->Register Ext. 2) Press # on this extension to register.	The handset is not registered to the telephone base. Follow the procedure for registration (see page 10).
All calls deleted.	All Caller ID histories are deleted.
All old msgs deleted.	All old messages in the private mailbox are deleted.
Base memory low. Delete some voice messages before adding new extensions.	There is not enough memory available to register a new extension.
Call history empty	There are no entries in the caller ID history.
Calling:	The handset is making an intercom call.
Conf.	The handset is in a conference call.
Contact deleted.	A directory entry was deleted.
Contact saved	A number is saved to the directory.
Deleted	A Caller ID history was deleted.
Directory empty	There are no directory entries.
Directory full	The directory is full. You cannot save new entries unless you delete some current entries.
Do Not Disturb	The Do Not Disturb feature is turned on.
Ended	You have just ended a call.
Extension busy	You are trying to make an intercom call to an extension already on an intercom call.
Handset X Registered	The handset registration was successful (where X represents the handset extension number 1-9).

Handset display screen messages

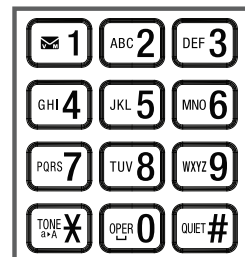
Hold Ext0	Intercom call is on hold for the specified extension.
Hold L12	Outside call is on hold for the specified line number(s).
Intercom	The handset is on an intercom call.
—Intercom—	There is an incoming intercom call.
Intercom in use.	The handset is holding an intercom call and cannot barge-in a line.
Line X	The telephone line X is in use.
—Line X— Incoming call	There is an incoming call from line X.
Line in conf.	The line is unavailable because it is in use by a conference call.
Line user's intercom in use.	The extension on the desired line is holding an intercom. You cannot barge-in it at the moment.
Lines busy	All lines are in use and not available.
Lines now in conference	You have established a conference call.
M.Box full	The private mailbox memory is full. You cannot record new messages unless you delete some old messages.
M.Box space low	The private mailbox memory is running low.
Mailbox busy	You are trying to access a mailbox that is busy (e.g. in the process of deleting all messages).
Memory full	The private mailbox memory of the designated extension is full. You cannot record new messages unless you delete some old messages.
Message transferred to extension X	A message is transferred from private mailbox of handset to mailbox of extension X.
XX Missed calls	There are new calls in the caller ID history (where XX represents the number of new calls).
-Mute	The microphone is off.
XX New messages	There are new messages in your mailbox (where XX represents the number of new messages).

Handset display screen messages

No extension registered	You are either recording a message to another extension or transferring a voicemail to another extension, but there are no other registered handsets or desksets.
No mailbox available	You are trying to transfer a message, but the system only has one handset or deskset registered.
Not available at this time.	The extension you are trying to PTT call is already on a call.
Number already saved	The telephone number you have entered is already stored in the directory.
Out of range OR CS no power	The handset has lost communication with the base.
Page ended.	You have just ended a paging call.
Paging...	A paging call is established to other system extensions..
-Priv	The call is in privacy mode.
Private call	The handset tried to join a call in which call privacy is activated.
-Recording call	The call is being recorded.
Redial empty	The redial list is empty.
Registration failed.	The handset failed to register.
Reset handset...	The handset telephone settings are reset to factory default settings.
System busy. Try again later.	The system resources are all occupied.

Entering text using the dialing keys

Each time you press a key, a character on that key appears. Additional key presses produce other characters on that key.



Number key	Characters produced by additional key presses										
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									

Troubleshooting

If you have difficulty with your phone, please try the suggestions below. For customer service, visit our website at

<https://telephones.att.com>, or call **1 (888) 915-2007**.

In Canada dial **1 (866) 288-4268**.

My telephone doesn't work at all.

- Make sure the power cord is securely plugged in.
- Make sure you plug the battery connector securely into the cordless handset.
- Make sure you plug the telephone line cords securely and firmly into the base and the telephone wall jacks.
- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the charger when not in use.
- If the battery is depleted, it might take approximately 10 minutes to charge the handset.
- You may need to purchase a new battery. Please refer to **Handset battery installation and charging** (pages 8-9) in this user's manual.

There is no dial tone.

- First try all the suggestions mentioned above.
- Move the cordless handset closer to the base. You might have moved out of range.
- If the previous suggestions do not work, disconnect the telephone line cord from your base and connect the telephone line cord to another telephone.
 - If there is no dial tone on that other telephone either, your telephone line cord may be defective. Install a new telephone line cord.
 - If changing the telephone line cord does not help, the wall jack (or the wiring to this wall jack) may be defective. Try using a different wall jack in your home to connect your SB67238/SB67258 telephone, or contact your telephone service provider (charges may apply).

Troubleshooting

I cannot dial out.

- First try all the suggestions on the previous page.
- Make sure you have a dial tone before dialing. The cordless handset might take a second or two to find the base and produce a dial tone. This is normal. Wait an extra second before dialing.
- Eliminate any background noise. Noise from a television, radio or other appliances might cause the phone to not dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dialing from another room with less background noise.
- If the other phones in your building are having the same problem, contact your telephone service provider (charges might apply).

My cordless handset isn't performing normally.

- Make sure you plug the power cord securely into the base. Plug the power adapter into a different, working electrical outlet without a wall switch.
- Move the cordless handset closer to the base. You might have moved out of range.
- Reset the base. Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and base to reset.
- Other electronic products such as HAM radios and other DECT phones, can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

Troubleshooting

The batteries do not hold a charge.

- If the cordless handset is in the charger and the charge light is not on, refer to **The charge light is off** in this Troubleshooting guide (page 82).
- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the charger when not in use.
- If the battery is depleted, it might take approximately four minutes to charge the handset before it can resume display on the screen.
- You might need to purchase a new battery. Please refer to **Handset battery installation and charging** (pages 8-9) in this user's manual.

I experience poor sound quality when using the speakerphone.

- For increased sound quality while using the handset speakerphone, place the handset on a flat surface with the dial pad facing up.
- Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should stop speakerphone operation and return to normal handset mode.
- When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE/DELETE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE/DELETE** again to turn the microphone on.

Troubleshooting

I get noise, static, or weak signals even when I'm near the base.

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems as a result of DSL interference. Please contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your cordless phone by installing your new base as far as possible from any other existing cordless telephone system that may already be installed.
- Other electronic products such as HAM radios and other DECT phones, can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this handset near a microwave oven or on the same electrical outlet. You might experience decreased performance while the microwave oven is operating.
- If you plug your telephone in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your telephone base or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone to a higher location. The phone might have better reception in a high area.
- If the other telephones in your building are having the same problem, contact your telephone service provider (charges may apply).

I hear other calls while using my phone.

- Disconnect the base from the telephone jack, and plug in a different telephone. If you still hear other calls, call your telephone service provider (charges may apply).

Troubleshooting

My cordless handset does not ring when I receive a call.

- Make sure that the ringer is not off (page 14).
- Make sure you plug in the telephone line cords securely and firmly into the base and the telephone jacks.
- The cordless handset may be too far from the base.
- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the charger when not in use.
- You may have too many extension phones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other phones.
- The layout of your building might be limiting the operating range. Try moving the base to another location, preferably on an upper floor.
- If the other phones in your building are having the same problem, contact your telephone service provider (charges may apply).
- Test a working phone at the phone jack. If another phone has the same problem, contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones, can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Remove the battery. Replace it and place the cordless handset in the charger. Allow up to one minute for the cordless handset to reestablish its connection with the base.

Troubleshooting

My calls cut in and out while I'm using my cordless handset.

- Other electronic products such as HAM radios and other DECT phones, can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You might experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your base to a higher location. The phone might have better reception when installed in a high area.
- If the other phones in your building are having the same problem, contact your telephone service provider (charges may apply).
- Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should stop speakerphone operation and return to normal handset mode.
- When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE/DELETE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE/DELETE** again to turn the microphone on.

Troubleshooting

The charge light is off.

- Make sure you plug the power and line cords in correctly and securely.
- Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset to reset and reestablish its connection with the base.
- Clean the cordless handset and charger charging contacts each month with a pencil eraser or cloth.

My caller ID isn't working.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your phone.
- The caller must be calling from an area that supports caller ID.
- Both your and your caller's telephone service providers must use caller ID compatible equipment.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems resulting from DSL interference. Please contact your DSL service provider for more information about DSL filters.

System does not receive caller ID when on a call.

- Make sure you subscribe to caller ID with call waiting features from your telephone service provider. Caller ID features works only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

Troubleshooting

The answering system is recording incomplete messages.

- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after three minutes.
- If the caller pauses for longer than six seconds, the system stops recording and disconnects the call.
- If the system's memory becomes full during a message, the system stops recording and disconnects the call.
- If the caller's voice is very soft, the system may stop recording and disconnect the call.

I have difficulty hearing messages.

- Press **VOLUME ▲** to increase speaker or listening volume on a handset.

System does not record messages.

- Make sure the auto attendant is on. Please refer to **Turn the auto attendant on** in the SynJ2 SB67238/SB67258 base manual.
- Make sure the memory of the answering system is not full. Please refer to **Remaining time** on page 64. When the answering system memory is full, it does not record new messages until some old messages are deleted.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail. To determine how many rings activate your voicemail, contact your telephone service provider (charges may apply).
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

Troubleshooting

System does not respond to remote commands.

- Make sure to enter your remote access code correctly (see page 70).
- Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.
- The answering system may not detect the remote access code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- There may be interference on the phone line you are using. Press dial pad keys firmly.

Outgoing announcement is not clear.

- When you record your announcement, make sure you speak in a normal tone of voice, about nine inches from the base.
- Make sure there is no background noise (TV, music, etc.) while recording.

I cannot retrieve voicemail messages.

- Your telephone has both a built-in answering system and voicemail indication. They are independent features and each alerts you to new messages differently (page 58). If you subscribe to voicemail service from your telephone service provider (charges may apply), contact your telephone service provider for more information on how to access your voicemail.

Troubleshooting

Common cure for electronic equipment.

If the telephone does not respond normally, try putting the cordless handset in the charger. If it does not seem to respond, do the following (in the order listed):

- Disconnect the power from the base.
- Remove the cordless handset battery.
- Wait a few minutes.
- Connect the power to the base.
- Install the battery again, and place the cordless handset into the charger.
- Wait for the cordless handset to reestablish its connection with the base. Allow up to one minute for this to take place.

Maintenance

Taking care of your telephone

- Your cordless telephone contains sophisticated electronic parts, so you must treat it with care.
- Avoid rough treatment.
- Place the handset down gently.
- Save the original packing materials to protect your telephone if you ever need to ship it.

Avoid water

- You can damage your cordless telephone if it gets wet. Do not use the handset in the rain, or handle it with wet hands. Do not install the cordless telephone near a sink, bathtub or shower.

Electrical storms

- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electric appliances during storms.

Cleaning your telephone

- Your cordless telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap.
- Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the charger should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD FROM THE WALL. Pull the unit out by the unplugged cords.

Important safety information



This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

Safety information

- Read and understand all instructions in the user's manual. Observe all markings on the product.
- Avoid using a telephone during a thunderstorm. There may be a slight chance of electric shock from lightning.
- Do not use a telephone in the vicinity of a gas leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
- Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquid, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- Install this product in a protected location where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- If this product does not operate normally, see the **Troubleshooting** section on pages 76-85 of this user's manual. If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** section on pages 98-100. Do not open this product except as directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- Replace batteries only as described in your user's manual (see pages 8-9). Do not burn or puncture batteries — they contain caustic chemicals.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table/cabinet outlet.
- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

Important safety information



CAUTIONS:

- Use only the power adapter provided with this product. To obtain a replacement, visit our website at **<https://telephones.att.com>** or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**.



CAUTION: To prevent risk of fire or battery explosion, replace with the correct battery type. Dispose of used batteries according to the instructions.

- Disconnect the telephone line from the equipment before opening the battery door. Do not use the battery in following conditions:
 - High or low extreme temperature during use, storage or transportation.
 - Replacement of a battery with an incorrect type that can defeat a safeguard.
 - Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
 - Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
 - A battery subjected to extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.
- Use only the supplied rechargeable battery or replacement battery (model Ni-MH AAA750*2). To order, visit our website at **<https://telephones.att.com>** or call **1 (888) 915-2007**. In Canada, dial **1 (866) 288-4268**.
- The applied nameplate is located at the bottom or rear of the product.

Especially about cordless telephones

- Privacy: The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the base and the handset by radio waves, so there is a possibility that your cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.
- Electrical power: The base of this cordless telephone must be connected to a working electrical outlet which is not controlled by a wall switch. Calls cannot be made from the handset if the base is unplugged, switched off or if the electrical power is interrupted.
- Potential TV interference: Some cordless telephones operate at frequencies that may cause interference to TVs and VCRs. To minimize or prevent such interference, do not place the base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.

Important safety information

- **Rechargeable batteries:** This product contains nickel-metal hydride rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit with conductive material such as rings, bracelets and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.



The RBRC® Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle nickel-metal hydride rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. You may call 1-800-8-BATTERY® for locations accepting spent Ni-MH batteries.

The RBRC® Seal and 1-800-8-BATTERY® are registered trademarks of Call2recycle, Inc.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients

- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

Especially about telephone answering systems

Two-way recording: This unit does not sound warning beeps to inform the other party that the call is being recorded. To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the conversation.

SAVE THESE INSTRUCTIONS

For C-UL compliance

In compliance with the bilingual requirements for safety, caution, and warning markings of Canadian Federal and Provincial/Territorial statutes and regulations, the French version of Important safety information is included.

Mesures de sécurité importantes



Ce symbole vous alertera d'informations importantes ou d'instructions d'entretien pouvant apparaître dans ce guide d'utilisation. Respectez toujours les mesures de sécurité et de sécurité de base lorsque vous utilisez ce produit, afin de réduire les risques de blessures, d'incendie, ou d'électrocution.

Information relative à la sécurité

- Veuillez lire et comprendre toutes les instructions de ce guide d'utilisation. Relectez toutes les inscriptions apparaissant sur le produit.
- Évitez d'utiliser le téléphone pendant un orage. Il pourrait y avoir un faible risque d'électrocution.
- N'utilisez pas un téléphone près d'une fuite de gaz. Dans certaines circonstances, une flammèche pourrait se produire lorsque l'adaptateur est branché à une prise de courant, ou lorsque le combiné est déposé sur son chargeur. Ceci est un événement fréquent associé avec la fermeture d'un circuit électrique. L'utilisateur ne devrait pas brancher un téléphone dans une prise de courant, et ne devrait pas déposer un combiné chargé dans le chargeur, si le téléphone se trouve dans un environnement comportant une concentration de gaz inflammables ou ignifuges, à moins de se trouver dans un endroit où la ventilation est adéquate. Une flammèche dans de tels environnements pourrait provoquer une explosion. De tels environnements peuvent comprendre : les endroits où de l'oxygène à des fins médicales est utilisé sans ventilation adéquate; des endroits où se trouvent des gaz industriels (dissolvants de nettoyage, des vapeurs de gasoline, etc.), une fuite de gaz naturel, etc.
- N'utilisez pas ce produit près de l'eau ou lorsque vous êtes mouillés. Par exemple, ne l'utilisez pas dans des sous-sols humides ou sous la douche, ou près d'une piscine, d'un bain, d'un évier de cuisine, ou d'une cuve de lavage. N'utilisez pas de liquides, ou de vaporisateurs aérosol de nettoyage. Si le produit entre en contact avec du liquide, débranchez immédiatement le fil téléphonique ou le cordon d'alimentation. Ne rebranchez pas le produit avant qu'il soit complètement sec.
- Installez cet appareil dans un endroit protégé où personne ne peut trébucher sur les cordons d'alimentation ou la ligne téléphonique. Protégez les câbles contre les dommages ou l'abrasion.
- Si le produit ne fonctionne pas correctement, consultez la section **Dépannage (Troubleshooting)** des pages 76-85 de ce guide d'utilisation. Si vous ne pouvez pas régler le problème, ou si le produit est endommagé, consultez la section **Garantie limitée (Limited warranty)** des pages 98-100. N'ouvrez pas ce produit, sauf tel qu'indiqué dans le guide d'utilisation. L'ouverture du produit ou le remontage inadéquat pourrait vous exposer à des tensions dangereuses ou autres dangers.
- Remplacez les piles uniquement tel que décrit dans votre guide d'utilisation (pages 8-9). N'incinerez pas et ne percez pas les piles — elles contiennent des produits chimiques caustiques.

For C-UL compliance

- L'adaptateur de courant est conçu pour être orienté verticalement ou installé sur le plancher. Les broches ne sont pas conçues pour se maintenir en place si la fiche est branchée dans une prise de courant au plafond, sous la table ou sous une armoire.
- Pour les PRODUITS À BRANCHER À UNE PRISE DE COURANT, la prise de courant doit être installée près du produit, afin d'assurer une accessibilité sécuritaire à la prise de courant.



MISES EN GARDE:

- N'utilisez seulement l'adaptateur inclus avec ce produit. Pour obtenir une pièce de rechange, visitez notre site Web au **<https://telephones.att.com>** ou composez le **1 (888) 915-2007**. Au Canada, composez le **1 (866) 288-4268**.



MISE EN GARDE: Afin de prévenir les risques d'incendie ou d'explosion de la pile, remplacez la pile avec une pile du même type. Jetez les piles épuisées en respectant les instructions.

- Débranchez la ligne téléphonique de l'appareil avant d'ouvrir le couvercle du compartiment des piles. Ne pas utiliser la pile dans les conditions suivantes :
 - Les températures extrêmes, hautes ou basses, auxquelles une pile peut être soumise pendant son utilisation, son stockage ou son transport.
 - Le remplacement d'une pile par un type incorrect qui peut neutraliser une protection.
 - L'élimination d'une pile au feu ou dans un four chaud, ou l'écrasement ou le découpage mécanique d'une pile, qui peut entraîner une explosion.
 - Le fait de laisser une pile dans un environnement à température extrêmement élevée, ce qui peut entraîner une explosion ou une fuite de liquide ou de gaz inflammable.
 - Une pile soumise à une pression d'air extrêmement basse qui peut entraîner une explosion ou une fuite de liquide ou de gaz inflammable.
- N'utilisez que la pile de rechargeable incluse ou une pile de rechange (modèle Ni-MH AAA750*2). Pour commander, visitez notre site Web **<https://telephones.att.com>** ou composez le **1 (888) 915-2007**. Au Canada, composez le **1 (866) 288-4268**.
- La plaque signalétique appliquée est située au bas ou à l'arrière de la base du produit.

For C-UL compliance

Spécifiquement en rapport avec les téléphones sans fil

- Confidentialité : Les mêmes caractéristiques qui rendent les téléphones sans fil si pratiques créent également des restrictions. Les appels téléphoniques sont transmis entre le socle du téléphone et le combiné par le biais d'ondes radio, et il se peut que vos conversations téléphoniques soient interceptées par d'autres équipements de réception d'ondes radio au sein de la portée du téléphone sans fil. Pour cette raison, vous ne devez pas considérer les conversations sur un téléphone sans fil comme étant aussi confidentielles que celles d'un téléphone à cordon.
- Alimentation électrique : La base de ce téléphone sans fil doit être branchée à une prise de courant électrique fonctionnelle. La prise électrique ne doit pas être contrôlée par un interrupteur mural. Les appels ne peuvent pas être effectués à partir du combiné si la base n'est pas branchée, si elle est hors fonction ou si le courant électrique est coupé.
- Interférences potentielles aux téléviseurs : Certains téléphones sans fil fonctionnent sur des fréquences pouvant causer des interférences aux téléviseurs et magnétoscopes. Pour réduire ou prévenir de tels parasites, ne pas déposer la base du téléphone sans fil à proximité d'un téléviseur ou magnétoscope, ni directement sur celui-ci. Si votre téléviseur affiche des interférences, éloignez le téléphone sans fil de celui-ci afin de réduire les parasites.
- Piles rechargeables : Ce produit comporte des piles rechargeables à l'hydrure métallique de nickel. Utilisez de prudence lorsque vous manipulez de telles piles et veillez à ne pas les court-circuiter avec des matériaux conducteurs, tels que des bagues, bracelets et clés. La pile ou le conducteur peut surchauffer et vous brûler. Respectez la polarité adéquate entre les piles et le chargeur de piles.
- Piles rechargeables à l'hydrure métallique de nickel : Jetez ces piles de manière sécuritaire. N'incinerez pas et ne percez pas les piles. Comme pour les autres piles du même type, si elles sont brûlées ou percées, des matières corrosives peuvent s'en échapper, ce qui risque de causer des brûlures ou autres blessures corporelles.



Le sceau de l'organisme de recyclage RBRC^{MD} sur les piles à l'hydrure métallique de nickel signifie que le fabricant de cet appareil participe volontairement au programme industriel visant à reprendre et recycler ce type de piles lorsqu'elles ne servent plus, au sein du territoire des États-Unis et du Canada. Vous devez apporter ces piles chez un détaillant participant ou le centre de recyclage le plus près de chez vous. Ou vous pouvez composer le 1-800-8-BATTERY^{MD} afin de connaître les endroits qui acceptent les piles à l'hydrure métallique de nickel mortes. RBRC^{MD} et 1-800-8-BATTERY^{MD} sont des marques déposées de Call2recycle, Inc.

For C-UL compliance

Mesures préventives pour les utilisateurs de stimulateurs cardiaques implantés dans l'organisme

Stimulateurs cardiaques (ne s'applique qu'aux téléphones sans fil numériques) :

L'organisme 'Wireless Technology Research, LLC (WTR)', une firme de recherche indépendante, a mené une évaluation pluridisciplinaire des interférences entre les téléphones sans fil portatifs et les stimulateurs cardiaques implantés dans l'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-unis, la firme WTR recommande aux médecins :

Avis aux détenteurs de stimulateurs cardiaques

- Ils doivent tenir le téléphone sans fil à une distance d'au moins six pouces du stimulateur cardiaque.
- Ils ne doivent PAS placer le téléphone sans fil directement sur le stimulateur cardiaque, tel que dans une poche de chemise, lorsque celui-ci est en fonction.
- Ils doivent utiliser le téléphone sans fil en l'appuyant sur l'oreille qui se trouve dans la direction opposée au stimulateur cardiaque.

L'étude effectuée par l'organisme WTR n'a pas identifié de risque pour les détenteurs de stimulateurs cardiaques causé par les gens qui utilisent un téléphone sans fil à proximité de ceux-ci.

Spécifiquement en rapport avec les répondeurs téléphoniques

Enregistrement deux voies : Cet appareil n'émet pas de bips d'avertissement qui permettent de prévenir l'autre partie que vous enregistrez la conversation. Pour assurer votre conformité aux règlements fédéraux ou provinciaux en rapport avec les enregistrements des conversations téléphoniques, vous devriez informer l'autre partie lorsque vous activez l'enregistrement.

CONSERVEZ CES INSTRUCTIONS

FCC part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your telephone service provider upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with the applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your telephone service provider.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone service provider or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

- Remain on the line and briefly explain the reason for the call before hanging up.
- Perform such activities in off-peak hours, such as early morning or late evening.

FCC part 68 and ACTA

Industry Canada

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Privacy of communications may not be ensured when using this telephone.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

This Class B digital apparatus complies with Canadian requirements:

CAN ICES-3 (B)/NMB-3(B).

Cet appareil numérique de la classe B est conforme à la norme
CAN ICES-3 (B)/NMB-3(B) du Canada.

FCC part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

To ensure safety of users, the FCC/ISED has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC/ISED criteria. The handset may be safely held against the ear of the user. The base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

For body worn operation, this handset has been tested and meets the FCC RF exposure guidelines when used with the accessories supplied or designated for this handset. Use of other accessories may not ensure compliance with the FCC RF exposure guidelines.

If you choose to use a clipping device, please make sure to only use the supplied AT&T belt clip.

This Class B digital apparatus complies with Canadian requirement:
CAN ICES-3 (B)/NMB-3(B).

California Energy Commission battery charging testing instructions

This telephone is set up to comply with the energy-conserving standards right out of the box. These instructions are intended for California Energy Commission (CEC) compliance testing only. When the CEC battery charging testing mode is activated, all telephone functions on the cordless handsets, except battery charging, will be disabled.

When first purchased and properly installed for charging (see **Handset battery installation and charging** on pages 8-9), put the handset in the handset charger to charge. The CEC battery charging testing mode is activated while charging. If you have registered the handset to the SynJ2 SB67238/SB67258 base, below are the testing instructions.

To activate the CEC battery charging testing mode:

1. Press **MENU/SELECT** on the base in idle mode.
2. Press **▲** or **▼** to scroll to **Registration**, then press **MENU/SELECT** or **SKIP▶**.
3. Press **▲** or **▼** to scroll to **Deregistration**, then press **MENU/SELECT** or **SKIP▶**.
4. Press **▲** or **▼** to choose **All**, then press **MENU/SELECT** or **SKIP▶**.
The base displays a screen asking if you want to proceed with deregistration. If applicable, the screen also displays a warning that all extension voicemails will be deleted.
5. Press **▲** or **▼** to choose **Yes** to continue the deregistration, or choose **No** to cancel.
6. If applicable, deregistration will remove all existing voicemail messages saved in the extensions. The base displays **Deleting msgs... Do not power off. This may take several minutes**.
7. Deregistration starts after the existing voicemail messages are deleted. The base displays **Rebooting to deregister all extensions...** and then reboots.
8. When deregistration is complete, the handset enters the CEC battery charging testing mode.



NOTE: When the handset fails to enter this mode, reset the system and repeat the steps mentioned above. To reset the system: pick up the handset and press **🔊 SPEAKER**, then press **📞 OFF/CANCEL** and place the handset back into the charger. You can also reset the base by unplugging the power adapter from the base and plugging it back in.

To deactivate the CEC battery charging testing mode:

1. Unplug the base power adapter from the power outlet, then plug it back in. The base is powered up as normal.
2. Register the handsets back to the base.
See page 10 for handset registration instructions.



Limited warranty

The AT&T brands are used under license. This product is covered by a one-year limited warranty. Any replacement or warranty service, and all questions about this product, should be directed to our website at **<https://telephones.att.com>** or call **1 (888) 915-2007**. In Canada, call **1 (866) 288-4268**.

1. What does this limited warranty cover?

The manufacturer of this AT&T Product, Advanced American Telephones, warrants to the holder of a valid proof of purchase (“Consumer” or “you”) that the Product and all accessories provided by Advanced American Telephones in the sales package (“Product”) are free from material defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with operation instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

2. What will Advanced American Telephones do if the Product is not free from material defects in materials and workmanship during the limited warranty period (“Materially Defective Product”)?

During the limited warranty period, Advanced American Telephones’ authorized service representative will replace, at Advanced American Telephones’ option, without charge, a Materially Defective Product. If we choose to replace this Product, we may replace it with a new or refurbished Product of the same or similar design. Advanced American Telephones will return replacement Products to you in working condition.

Advanced American Telephones will retain defective parts, modules, or equipment. Replacement of Product, at Advanced American Telephones’ option, is your exclusive remedy. You should expect the replacement to take approximately 30 days.

3. How long is the limited warranty period?

The limited warranty period for SynJ® and SynJ2® products is TWO (2) YEARS from the date of purchase, while all other products limited warranty period is ONE (1) YEAR from the date of purchase. If we replace a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to replacement Products for a period of either (a) 90 days from the date the replacement Product is shipped to you or (b) the time remaining on the original one-year limited warranty, whichever is longer.

4. What is not covered by this limited warranty?

This limited warranty does not cover:

- Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or

Limited warranty

- Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of Advanced American Telephones; or
- Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- Product to the extent that the problem is caused by use with non-Advanced American Telephones electrical accessories; or
- Product whose warranty/quality stickers, Product serial numbers plates or electronic serial numbers have been removed, altered or rendered illegible; or
- Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
- Product returned without valid proof of purchase (see 6 below); or
- Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

5. How do you get warranty service?

To obtain warranty service in the United States of America, visit

<https://telephones.att.com> or call **1 (888) 915-2007**.

In Canada, call **1 (866) 288-4268**.

NOTE: Before calling for service, please check the user's manual. A check of the Product's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of Product(s) to the service location. Advanced American Telephones will return replaced Product under this limited warranty to you, transportation, delivery or handling charges prepaid. Advanced American Telephones assumes no risk for damage or loss of the Product in transit.

6. What must you return with the Product to get warranty service?

- Return the entire original package and contents including the Product to the Advanced American Telephones service location along with a description of the malfunction or difficulty;
- Include "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
- Provide your name, complete and correct mailing address and telephone number.

Limited warranty

7. Other limitations

This warranty is the complete and exclusive agreement between you and Advanced American Telephones. It supersedes all other written or oral communications related to this Product. Advanced American Telephones provides no other warranties for this Product. The warranty exclusively describes all of Advanced American Telephones' responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

In no event shall Advanced American Telephones be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product, or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

Technical specifications

RF frequency band	1921.536MHz - 1928.448MHz
Channels	5
Operating temperature	32°F - 104°F 0°C - 40°C
Handset voltage	2.4VDC - 3.0VDC
Charger voltage (AC voltage, 60Hz)	96 Vrms - 127Vrms
Charger voltage (AC adapter output)	AoHai Model number: A318-060040W-US1, Input: AC100-120V, 50-60Hz, 150mA, Output: DC6V, 400mA VTECH Model number: VT05UUS06040, Input: AC100-120V, 60Hz, 150mA, Output: DC6V, 400mA
Replacement battery	2.4V 550mAH, NI-MH pack (Model number: Ni-MH AAA550*2 Manufacturer: YIYANG CORUN BATTERY CO., LTD) (Model number: VT55AAAH2BMJZ Manufacturer: GPI INTERNATIONAL LTD.)

Operation	Operating time*
Talk time (cordless handset)	Up to nine hours
Talk time (cordless handset speakerphone)	Up to nine hours
Standby	Up to seven days

* Operating times varies depending on your actual use and the age of the battery.

DECT 6.0 digital technology

The AT&T DECT 6.0 products offer unsurpassed range performance and sound clarity. This is achieved through a unique antenna design and advances in noise-filtering technology. An independent laboratory has confirmed that AT&T DECT 6.0 products perform up to 45% better in range competitions against similarly equipped phones of the leading competition. Now, calls can be taken in the basement, backyard and garage with exceptional sound quality.

Telephone operating range

This cordless telephone operates within the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and base can communicate over a certain distance — which can vary with the locations of the base and handset, the weather, and the construction of your building.

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Remote access wallet card

Use the wallet card below to help you remember commands to control your answering system from any touch-tone telephone.

Cut along dotted line.



AT&T

Call your telephone number, then enter your three-digit access code (preset to **000**).

Action

Remote command

- Play all messages.....1
- Delete all old messages2
- Delete current message (during playback).....3
- Repeat current message (during playback)4
- Within 5 seconds of message playback,
press 4 again to listen to previous message

Fold here.

- Stop and return to remote commands
(during playback)5
- Skip to next message (during playback).....6
- Transfer current message (during playback)8
- End remote access call.....#

(or hang up)

Model name: SynJ2 SB67208
Type: DECT 6.0 expansion handset for use with AT&T model SynJ2 SB67238/SB67258

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