NBX® **Business Telephone**
Quick Reference

Hold a Call

To place a call on hold, press **Hold**. To return to the call, press the Access button where the call is being held.

The indicator light to the left of a line on hold blinks slowly.

Transfer a Call

1. While on a call, press **Transfer**.
2. Dial the number to which you want to transfer the call.
3. As soon as you hear ringing, press **Transfer** again **or**, when the recipient answers, announce the call to them and then press **Transfer** again.
4. Hang up.

Conference Calls

1. While on the first call, press **Conference**.
2. Place a call to another party, wait for that party to answer, and then press **Conference** again.
3. Repeat steps 1 and 2 to add further parties.

A conference can include up to 4 parties, either internal or external, as long as there is at least one internal party. The conference ends when the last internal party hangs up.

- To place a conference call on hold, press **Hold**. The other parties can still talk to each other, but they cannot hear you.
- To transfer a conference, press **Transfer**. Dial the number to which you want to transfer the call, and once you hear ringing, press **Transfer** again.

Call Park — Retrieve a Parked Call

From any NBX telephone, dial the Call Park Extension to which the call was parked (extensions 601 – 609).

Call Park — Park a Call

1. While on a call, press the **Call Park** Access button **or** if Call Park is not assigned to an Access button on your telephone, press the **Feature** button and dial the Call Park Feature Code, **444**.
2. Dial a Call Park Extension. The system reserves **601 – 609** as Call Park Extensions.

The call will now be parked until retrieved or the caller hangs up.

Handsfree Answer on Intercom

Press **Handsfree**. When a call arrives, a tone sounds, and the speakerphone activates. *Handsfree works with internal calls only.*

Mute a Call

While on speakerphone, press the **Mute** button. You can hear the caller, but the caller cannot hear you.

To enable the microphone, press **Mute** again.

The Mute feature works with the speakerphone only—not the handset.

Call Pickup — Pick Up a Call

1. Pick up the handset.
2. Press the **Feature** button followed by **455** for a direct call pickup, or **456** for a group pickup.
3. Enter the extension number or group number as required.

Hunt Groups — Log In

1. Pick up the handset.
2. Press the **Feature** button, followed by **840**.
3. Enter the extension number of the hunt group.
4. Enter the password for the hunt group.
5. To log out, press the **Feature** button followed by **860**.

LCD User Directory Dialing

1. Press either the scroll up or scroll down button on the telephone to access the user directory form the display panel.
2. Continue scrolling to find the person you want to dial, **or** use the dialpad to jump to a name in the list begining with a particular letter. Example: Press **4** twice to jump to names beginning with the letter 'H'.

   The three soft buttons below the display panel are used for **Select** - **Back** - **Exit**.

3. Press **Select** to dial the extension or **Exit** to close the directory.

Volume Adjustment

- To raise or lower the Handset volume, press the volume control buttons repeatedly while the handset is off the hook.
- To raise or lower the Speaker volume, press **Speaker**, and then press the volume control buttons.
- To raise or lower the Ringer volume, press the volume control buttons while the telephone is ringing.

3Com

NBX® APX Messaging
Quick Reference

Forward Incoming Calls to Voice Mail

Press the **FWD MAIL** button on your NBX telephone. While **FWD MAIL** is active, incoming calls ring once before forwarding.

You can use NetSet to change your forwarding destination. See the NBX Business Telephone Guide or NetSet's online help for more information.

Access Your Messages From Your NBX Telephone

1. Pick up your handset and press **MSG**.
2. Enter your password followed by **#**.

Access Your Messages From Any NBX Telephone

1. Pick up the handset and press **MSG**.
2. At the password prompt, press *****.
3. When prompted, enter your extension number and then your password.

Access Your Messages From an External Telephone

1. Dial your company's telephone number.
2. If the Automated Attendant answers, press *** twice** during the greeting message.
3. If your receptionist answers, ask to be transferred to your voice mail. During your greeting message, press *****.
4. When prompted, enter your extension number and password, then press **#**.

Mailbox Options

After logging in to your mailbox, press **9** to perform one of the following actions:

Press (1) to change your name announcement or personal greeting.

Press (2) to change your password.

Press (3) to create or edit group lists.

Press (4) to setup Offsite Notification options.

Message Playback Options

While listening to a message, you can:

Press (1) to listen to the first message.

Press (2) to save the current message.

Press (3) to delete the current message.

Press (4) to reply to the sender of the current message.

Press (5) to forward the current message.

Press (6) to hear date, time, and sender information.

Press (7) to skip back 5 seconds in the current message.

Press (8) to pause the current message.

Press (9) to skip forward 5 seconds in the current message.

Press (#) to skip to the next message.

Press (*) to exit to the main menu.

Forward a Message

1. While listening to the message, press **5**.
2. The system prompts you to enter an extension or group number. You can add as many destinations as you want.
3. After you have entered all the destinations, press **#** to begin recording a forwarding comment.
4. When you finish recording the comment, press **#** for more options or hang up.

Change Your Voicemail Password

1. Pick up your handset and press **MSG**.
2. When prompted, enter your password.
3. Press **9** for mailbox options.
4. Press **2** to select the Change Password option.

The password used for voice mail is the same as that used to access NetSet.