Analog Telephones on the NBX® System
Quick Reference Guide

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NOTES: For descriptions of these and other NBX features, see the NBX Telephone Guide. *For instructions on using NBX features on an analog telephone, including descriptions of the tones that you hear, see the* NBX Feature Codes Guide *on any user screen in the NBX NetSet™ utility.*

Access the Automated Attendant

From any telephone on the system, dial **500.**

Put a Call on Hold

Not supported with NBX Feature Codes for analog telephones. Use **Park a Call**.

Transfer a Call

1. While you are on a call, press and release the switch hook.
2. Listen for Dial Tone. Dial the number to which you want to transfer the call.
3. As soon as you hear ringing, hang up the telephone to complete a blind (unannounced) transfer, or wait until the recipient answers, announce the call, and then hang up. The call is transferred when you hang up.

Make a Conference Call

1. Place or receive a call. Two parties are now on the call.
2. While you are on the call, press and release the switch hook.
3. Listen for Dial Tone. Dial the number of the person that you want to include in the conference call.
4. When the person answers, announce the conference call and again press and release the switch hook.
5. Listen for the confirmation beep. The conference call now includes three parties.
6. Optionally, repeat steps 2 through 5 to add a fourth person to the conference call.

- At least one party must be internal. The conference ends when the last internal party hangs up.
- To drop the last person whom you added to the conference (for instance, if the called party's telephone is busy), press the switch hook, listen for Dial Tone, press **# + 431,** and listen for the confirmation beep. You can now start at step 2 to add another party.

Unanswered Calls

If you do not answer your analog telephone, the system transfers incoming calls to your voice mailbox or to wherever you have specified for your calls to go when you do not answer (called the call coverage point).

Set or Change Your Speed Dials, Call Coverage Point, Call Pickup, and Phone Lock

See the *NBX Feature Codes Guide* or NBX NetSet™ User Help.

Forward Incoming Calls to Your Voice Mailbox
(calls ring once and go to your call coverage point)

1. Pick up the handset. Listen for Dial Tone.
2. Press **#.** Listen for the Feature Entry Tone.
3. Dial **440.**
4. Listen for the confirmation beep and then hang up. You now hear a different Dial Tone.

To stop forwarding calls to your voice mailbox, repeat steps 1 through 4. Dial Tone returns to normal.

Switch Your Phone to Do Not Disturb Mode
(calls go immediately to your call coverage point)

1. Pick up the handset. Listen for Dial Tone.
2. Press **#.** Listen for the Feature Entry Tone.
3. Dial **446.** Listen for the confirmation beep. You now hear a different Dial Tone.

To turn off Do Not Disturb, repeat steps 1 through 3. Dial Tone returns to normal.

Park a Call

1. While on a call, press and release the switch hook. Listen for Dial Tone.
2. Press **#.** Listen for the Feature Entry Tone.
3. Dial **444.**
4. Dial one of the extensions reserved for Call Park. Listen for the confirmation beep.

- Ask your administrator for the Call Park extensions on your system.
- The call is parked until someone retrieves it, the caller hangs up, or the Call Park timer expires.
- If the extension you chose is busy or the Call Park timer expires, the call returns to your extension. Start at step 3 and try another Call Park extension.

Retrieve a Parked Call

Dial the Call Park extension where the call was parked.

NBX® Voice Mail* on Analog Telephones
Quick Reference Guide

* If your system uses another voice messaging application, follow the instructions for your application.

Initialize Your Voice Mailbox

1. Pick up the handset and dial **500.**
2. When the Automated Attendant answers, press *** *** during the greeting message.
3. At the prompt, enter your extension number.
4. The voice prompts guide you through the steps to initialize your mailbox.

Access Your Messages (Log In to Your Mail Box) from Your Analog Telephone

1. Pick up the handset and dial **500.**
2. When the Automated Attendant answers, press *** *** during the greeting message.
3. At the prompt, enter your extension number and password, and then press **#.**

Access Your Messages (Log In to Your Mail Box) from Any Internal Telephone

1. Pick up the handset and dial **500**.
2. When the Automated Attendant answers, press *** *** during the greeting message.
3. At the prompt, enter your extension number and password, and then press **#.**

Access Your Messages (Log In to Your Mailbox) from an External Telephone

If you can dial your telephone extension directly:

Press ***** during your greeting. At the prompts, enter your extension and password, and press **#.**

If you dial your organization's main telephone number:

- *If the Automated Attendant answers,* press *** *** during the greeting. At the prompts, enter your extension and password, and press **#.**
- *If the receptionist answers,* ask to be transferred to your voice mail. Press ***** during your greeting. At the prompts, enter your extension and password and press **#.**

Access the Automated Attendant

From any telephone on the system, dial **500**.

Message Playback Options

Select one of these options:

Press **1** to listen to the first message or repeat the current message.

Press **2** (abc) to save the current message.

Press **3** (def) to delete the current message.

Press **4** (ghi) to reply to the sender of the current message, if the caller is internal.

Press **5** (jkl) to forward the current message.

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

Press **7** (pqrs) to move back 5 seconds in the current message.

Press **8** (tuv) to pause the current message for 20 seconds.

Press **9** (wxyz) to move forward 5 seconds in the current message.

Press **#** to move to the next message.

Press ***** to return to the main menu.

Mailbox Options

Log in to your mailbox, press **9,** and select one of these options:

Press **1** to change your name announcement or personal greeting.

Press **2** (abc) to change your password.

Press **3** (def) to create or edit group lists.

Press **4** (ghi) to enable, disable, or change settings for the Offsite Notification feature.