

# NBX® Business Telephone Quick Reference Guide

## Put a Call on Hold

While you are on a call, press **Hold**. The indicator light to the left of a line on hold blinks slowly. To return to the call, press the line button where the call is being held.

## Transfer a Call

1. While you are on a call, press **Transfer**.
2. When you hear the dial tone, dial the number to which you want to transfer the call.
3. As soon as you hear ringing, hang up (for a blind transfer), or wait until the recipient answers, announce the call, and then 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 first call, press **Conference**.
3. Listen for the dial tone. Dial the third party, wait for that party to answer, and press **Conference** again to complete the three-party conference call.
4. Repeat steps 2 and 3 to add a fourth party.
  - At least one party must be internal. The conference ends when the last internal party hangs up.
  - To place your part of a conference call on hold, press **Hold**. The other parties can talk to each other, but they cannot hear you. (Music on Hold is not played.)
  - To transfer a conference call, see **Transfer a Call**.
  - To drop the last person whom you added to the conference (for instance, if the called party's telephone is answered by someone else), press **Feature + 431**.

## Adjust the Volume

- **Handset** — Lift the handset, listen to the dial tone, and press the louder or softer volume control button repeatedly. 
- **Speaker** — Press **Speaker**, listen to the dial tone or your caller's voice, and press the louder or softer volume control button repeatedly. 
- **Ringer** — While the telephone is ringing, press the louder or softer volume control button repeatedly.

## Mute a Call

While you are on a call, press **Mute**. The indicator light is lit and you can hear the caller, but the caller cannot hear you. To return to the call, press **Mute** again.

## Set Internal Calls to Activate the Speaker

Press **Handsfree**. Whenever an internal call arrives, a tone sounds, and the speakerphone is activated. To turn this feature off, press **Handsfree** again.

## Create Labels for Your Telephone

Log in to **NBX NetSet > User Information > Telephone Labels**.

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

See the *NBX Telephone Guide* or NBX NetSet™ User Help.

## Forward Incoming Calls to Your Voice Mail

Pick up the handset and press the **FWD MAIL** button. The indicator light comes on; all incoming calls ring once and are forwarded to your voice mailbox. To turn the feature off, pick up the handset and press **FWD MAIL** again.

## Do Not Disturb

Pick up the handset and press **Feature + 446**. All calls go directly to your call coverage point without ringing on your telephone. The display indicates that the feature is active. To turn the feature off, pick up the handset and press **Feature + 446** again. Your administrator can program this feature to an Access button.

## Call Park — Park a Call

1. While you are on a call, press the **Call Park** Access button, or if Call Park is not assigned to an Access button, press **Feature + 444**.
2. Dial one of the extensions reserved for Call Park.

Factory-installed Call Park ranges:

<b>NBX 100</b>	<b>SuperStack 3 NBX</b>
601–609	6000–6099

- Ask your administrator if your system has a different range of Call Park extensions.
- 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 telephone. Press **Call Park** or **Feature + 444** again, and try another extension.

## Call Park — Retrieve a Parked Call

Dial the Call Park extension where the call was parked.

## Dial from the Telephone Display Panel

1. Pick up the handset.
2. Press one of the scroll buttons on the telephone to view the menu of choices in the display. 
3. Scroll up or down to the list that you want: Call Logs (Missed Calls, Answered Calls, Dialed Calls), Directory, Personal Speed Dials, or System Speed Dials. 
4. Press one of the three buttons below the display:
  - **Sfct** — To select the list that you want to see.
  - **Back** — Return to the previous menu.
  - **Exit** — To leave the display panel menus.
5. Repeat steps 3 and 4 until you see the name or number that you want. Then press **Sfct** to dial the number.

# NBX® Voice Mail\* (Business Telephone)

## 3COM Quick Reference Guide

\* If your system uses 3Com NBX Unified Communications or a third-party voice messaging application, follow the instructions for your messaging application.

### Initialize Your Voice Mailbox

1. Pick up the handset and press **MSG**.
2. The NBX voice prompts guide you through the steps to create your password and initialize your mailbox.

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

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

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

1. Pick up the handset and press **MSG**.
2. At the password prompt, press **\***.
3. At the prompt, enter your extension number.
4. Enter your password and press **#**.

### Access Your Messages (Log In to Your Mail Box) 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 #.*

### Forward a Message

1. While you are listening to the message, press **5**.
2. After the tone, record an introductory message. When you are finished, press **#** OR press **#** immediately without recording a message.
3. At the prompt, press **1** to begin to forward the message.
4. Dial an extension, a voice mail group number, or a one-touch, personal, or system speed number.
5. Press **#** after each destination number. Add as many destinations as you want.
6. After the last destination number and its **#**, press **#**. The system sends your message.

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### Message Playback Options

While you listen to a message, select one of these options:

- Press  to listen to the first message or repeat the current message.
- Press  to save the current message.
- Press  to delete the current message.
- Press  to reply to the sender of the current message, if the sender is internal.
- Press  to forward the current message.
- Press  to hear date, time, and sender information.
- Press  to move back 5 seconds in the current message.
- Press  to pause the current message for 20 seconds.
- Press  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

1. Pick up the handset and press **MSG**.
2. At the prompt, enter your password and then press **#**.
3. Press **9** and then select one of these options:  

Press  to change your name announcement or personal greeting.

Press  to change your password.

Press  to create or edit personal voice mail group lists.

Press  to enable, disable, or change settings for the Off-Site Notification feature.

**For more information about these and additional NBX Business Telephone features, see the NBX Telephone Guide on any screen in the NBX NetSet utility.**