NBX® Entry Telephone
Quick Reference Guide

Put a Call on Hold

1. While you are on a call, press and release the telephone hook switch. You hear dial tone. Do not replace the handset in the telephone cradle.
2. To return to the call, press the hook switch again.

Put a Call on Hold and Dial Another Call

1. Put the existing call on Hold.
2. When you hear the dial tone, dial the second call.

- If you hang up without returning to the call on hold, your telephone rings to reconnect you to the call on Hold.

Transfer a Call

1. Press and release the hook switch to put the call on Hold. Do not replace the handset in the telephone cradle.
2. When you hear the dial tone, dial the number to which you want to transfer the call.
3. When you hear ringing, hang up (a blind transfer), or wait until the recipient answers, announce the call, and then hang up. To reconnect to the caller without completing the transfer, press and release the hook switch again.

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 and release the hook switch or press **Feature + 430**.
3. When you hear dial tone, dial the third party, wait for that party to answer, and press and release the hook switch or press **Feature + 430** again to complete the three-party conference call.
4. Optionally, 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 and release the hook switch. The other parties can talk to each other, but they cannot hear you.

- 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 repeatedly press the louder or softer volume button.
- **Ringer** — While the telephone is ringing, repeatedly press the louder or softer volume button.

Redial a Call

Pick up the handset and press **Feature + 401** to dial the most recent number you dialed.

Switch Your Telephone to Do Not Disturb
(Calls go immediately to your call coverage point.)

Pick up the handset and press **Feature + 446**. All calls go directly to your call coverage point without ringing on your telephone. To turn the feature off, pick up the handset and press **Feature + 446** again.

Forward Incoming Calls to Your Call Coverage Point
Calls ring once then go to your call coverage point.)

Pick up the handset and press **Feature + 441**. All calls go to your call coverage point after ringing once. To turn the feature off, pick up the handset and press **Feature + 441** again.

Park a Call

1. While you are on a call, press **Feature + 444**.
2. Dial one of the extensions reserved for Call Park.

3-digit dial plan	4-digit dial plan
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.

Retrieve a Parked Call

Dial the Call Park extension where the call was parked.

Lock Your Telephone

Pick up the handset and press **Feature + 432**. To turn the feature off, pick up the handset and press **Feature + 432** again

- When Locking is activated, only calls to internal extensions or calls to an emergency service (such as 911 in the United States) are permitted.
- When Locking is activated, your Off-site Notification choices remain in effect.

Access Other Phone Features

The NBX NetSet utility, Personal Settings, enables you to access all telephone features. You can also access the *NBX Entry Telephone Guide* and NBX NetSet™ Help for information about telephone features.

NBX® Voice Mail* (Entry Telephone)
Quick Reference Guide

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

Initialize Your Voice Mailbox

1. Pick up the handset and press ✉.
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 ✉.
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 ✉.
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 dial 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.

Message Playback Options

While you listen to a message, 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 sender 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 3 - 5 seconds in the current message.

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

Press (9 wxyz) to move forward 3 - 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 ✉.
2. At the prompt, enter your password and then press **#**.
3. Press **9** and then 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 personal voice mail group lists.

Press (4 ghi) to enable, disable, or change settings for the Off-Site Notification feature.

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