NBX® Cordless Telephone Guide

NBX Networked Telephony Solutions
System Release 5.0

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ABOUT THIS GUIDE

This guide is intended for anyone using:

- 3Com® 3106C Cordless Telephones
- 3Com® 3107C Cordless Telephones

It includes information about using the NBX Voice Mail system and the NBX NetSet™ administration utility for personal telephone settings.

> **i** *If the information in the release notes* (readme.pdf) *on the* NBX Resource Pack CD *differs from the information in this guide, follow the instructions in the release notes.*

How to Use This Guide

Table 1 shows where to look for specific information in this guide.

Table 1   Where to Find Information

If you are looking for information about	Turn to
How to get started with your new telephone	Chapter 1
The 3Com 3106C and 3107C Cordless Telephones	Chapter 2
NBX Voice Messaging features	Chapter 3
Using standard telephone features	Chapter 4
Personalizing your telephone	Chapter 5
Enhanced system features	Chapter 6
Feature codes	Chapter 7
Telephone installation, maintenance, and troubleshooting information	Appendix A
References to all topics in this book	Index

Conventions

Table 2 defines some commonly used words and phrases in this guide.

Table 2 Common Terms

Term	Definition
Auto Attendant	The set of voice prompts that answers incoming calls and describes actions that a caller or user can take to access individual services.
Administrator	The person who is responsible for maintaining your 3Com Networked Telephony Solution.
Receptionist	The person who answers the majority of incoming telephone calls. In some business environments, this person may be a switchboard operator.
User	A person who has a single 3Com Telephone or an analog telephone connected to the NBX system through an ATC card or the single-port ATA device.

Table 3 lists icons that are used throughout this guide.

Table 3 Icons

Icon	Type	Description
i	Information note	Information that describes important features or instructions.
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, device, or network.
warning	Warning	Information that alerts you to potential personal injury.

Documentation   The documentation set for 3Com NBX Networked Telephony Solutions is designed to help 3Com Telephone users, installers, and administrators maximize the full potential of the system.

The *NBX Resource Pack CD* contains many guides to the NBX products and their related 3Com applications.

When you log in to the NBX NetSet utility as a user, you can view the PDF versions of the *NBX Telephone Guides* and *NBX Feature Codes Guide* by clicking the icons at the bottom of the screen. You can view the *Quick Reference Guide* for your telephone by clicking the **Telephone Quick Reference** button.

The NBX NetSet utility includes a searchable Help system with Help buttons on each screen.

An administrator who logs in can also see the *NBX Installation Guide* and the *NBX Administrator's Guide.*

Comments on the Documentation   Your suggestions are important to us. They help us to make the NBX documentation more useful to you.

Please send your e-mail comments about this guide or any of the 3Com NBX documentation and Help systems to:

Voice_TechComm_Comments@3com.com

Include the following information with your comments:

- Document title
- Document part number (found on the front or back page)
- Page number

 As always, please address all questions regarding the NBX hardware and software to your 3Com NBX Voice-Authorized Partner.

1 **GETTING STARTED**

As soon as you are given a telephone and extension number, you need to set up a password and record your name announcement and personal greeting.

This chapter covers these topics:

- Setting Up Your Password and Voice Mail for the First Time
- The NBX NetSet Utility
- Quick Reference Guides

Setting Up Your Password and Voice Mail for the First Time

The procedure by which you set up your password and voice mailbox for the first time depends on:

- The kind of telephone that you have
- The kind of voice messaging system on your NBX system. Ask your administrator what kind of voice messaging is active on your system.

For details on tones and feature codes, see Chapter 7*.*

Table 4   Setting Your NBX NetSet Utility and NBX Messaging Password

Feature	NBX Phones
Password — Set Initially	
If your system uses NBX Messaging, follow the NBX voice prompts to set your NBX password (which is the same for the NBX NetSet utility and voice messaging) OR use the NBX NetSet utility, described next.	Message button and follow the voice prompts
If your system uses a voice messaging application other than NBX Messaging, use this code sequence to set your password for the NBX NetSet utility. 3Com recommends that you use the same password for the NBX NetSet utility and your messaging application.	OR, for systems that do not use NBX Messaging:
For all voice messaging systems:	**Feature** + 434 + new password + **#** + repeat your new password + **#**
■ Use only 4- to 10-digit numbers	
■ Do not use letters, *****, or **#** as part of your password.	
Password — Change	
If your system uses NBX Messaging, follow the NBX voice prompts to change your NBX password (which changes your NBX NetSet utility password, because they are the same) OR use the NBX NetSet utility, described next.	Message button + current password + **#** + 9 + 2 + follow the prompts
If your system uses a voice messaging application other than NBX Messaging, use this code sequence to change your password for the NBX NetSet utility. 3Com recommends that you use the same password for the NBX NetSet utility and your voice messaging application.	OR, for systems that do not use NBX Messaging:
For all voice messaging systems:	**Feature** + 434 + current password + **#** + new password + **#** + repeat your new password
■ If you forget your password, the administrator can reset it to your extension. Then use this code (for applications other than NBX Messaging) or the NBX voice prompts to change it.	

After you have set your initial NBX password (used for NBX access and voicemail access), continue to follow the voice prompts to record your name announcement. Your name announcement tells callers that they have reached your voice mailbox.

Then follow the voice prompts to record your personal greeting. Your personal greeting lets callers know important information about you, for instance, that you are on vacation, available at another number, or unavailable for a specified amount of time.

At any time you can change these greetings or record more than one personal greeting and choose which one is active. See <u>"Changing Your Name Announcement and Personal Greetings"</u> in <u>Chapter 3</u>.

| **The NBX NetSet Utility** | The NBX NetSet administration utility has two interfaces: |

- **Administrator** — Your administrator logs in with a special password and uses the NBX NetSet utility to manage and configure system-wide telephone settings and many of the settings for your telephone.

- **User** — As a telephone user, you log in to the NBX NetSet utility with your own system ID (your extension) and password to:

  - View and change your telephone's personal settings, such as speed dials, ringer tone, and specify where you want your calls to go when you cannot answer them (your *call coverage point*).

  - Listen to and delete your voice messages from your computer as an alternative to managing calls on your telephone.

  - View your call permissions, certain current feature settings, and the internal user directory to call other users on your system.

  - Log in to and out of one or all hunt groups and calling groups of which your telephone is a member.

See <u>Chapter 4</u>, <u>Chapter 5</u>, and <u>Chapter 6</u> for discussions about the standard and enhanced features that you can monitor and change in the NBX NetSet utility. See <u>Chapter 3</u> for voice messaging features.

If your NBX system uses a messaging application other than NBX Messaging, off-site notification and other voice messaging features are available through your messaging application. See the application's documentation rather than using this Guide.

Starting the NBX NetSet Utility

To use the NBX NetSet utility, you need a computer that is connected to your local area network (LAN) and that has a web browser. (You do not need Internet access.) To start the NBX NetSet utility:

1 Ask your administrator for the IP address (or DNS host name) for your NBX system. In the web browser on your computer (Microsoft Internet Explorer version 5.5 or later is optimal), enter the IP address (or DNS host name) in the **Address** field, and then press Enter. The NBX NetSet utility login screen appears.

> *You cannot log in to the NBX NetSet utility until you establish your password through your telephone using NBX voice prompts or the Feature Code sequence. See* Table 4 *earlier in this chapter.*

2 Click **User** to log in as a user. The password dialog box appears.

3 Type your NBX NetSet utility user identification (always your 3-digit or 4-digit telephone extension) and your NBX NetSet utility password, and then click **OK**.

Navigation and Shortcut Icons in the NBX NetSet Utility

The icons at the lower right of any **Personal Settings** window allow you or your administrator to navigate to the following features:

Table 5   Navigation Icons

Icon	Action	Where You Go
	Back	■ **For the User** goes to the main NBX NetSet utility login dialog box
		■ **For the Administrator** goes to the NBX NetSet utility main menu window
	Help	Help for the fields and procedures related to the screen

Click the icons below the window to go directly to these features:

One-Touch Speed Dials
(not available on 3Com 3100
Entry Telephone)

Off-Site Notification

Telephone Guides
(including this guide)

NBX Feature Codes Guide

Quick Reference Guides

To open and print a copy of the *Quick Reference Guides* for the most frequently used features on your telephone:

1 Log in to the NBX NetSet utility. See "Starting the NBX NetSet Utility" earlier in this chapter.

2 Click **Telephone Quick Reference**. The quick reference guide that pertains to your telephone appears. Adobe® Reader 5.0 or higher is required to view the file. Adobe Reader is available free from the Adobe Web site: www.adobe.com

2

3COM 3106C AND 3107C CORDLESS TELEPHONES

This chapter describes the buttons, controls, and features on the 3Com 3106C and 3107C Cordless Telephones.

The chapter covers these topics:

- Telephone Buttons and Controls
- Programmable Access Buttons
- Status Lights for System Appearance Buttons
- Base Unit Controls and Functions
- Using the Handset
- Using the Optional Headset

The 3Com 3106C and 3107C Cordless Telephones (3C10406C and 3C10407C) do not support speaker phone operation.

**Telephone Buttons
and Controls**

3Com 3106C   Figure 1 shows the buttons and controls on the 3Com 3106C Cordless
Telephone.

> **i** *For many operations, the 3Com 3106C makes a sound when you press a
> button.*

Figure 1   3Com 3106C Cordless Telephone
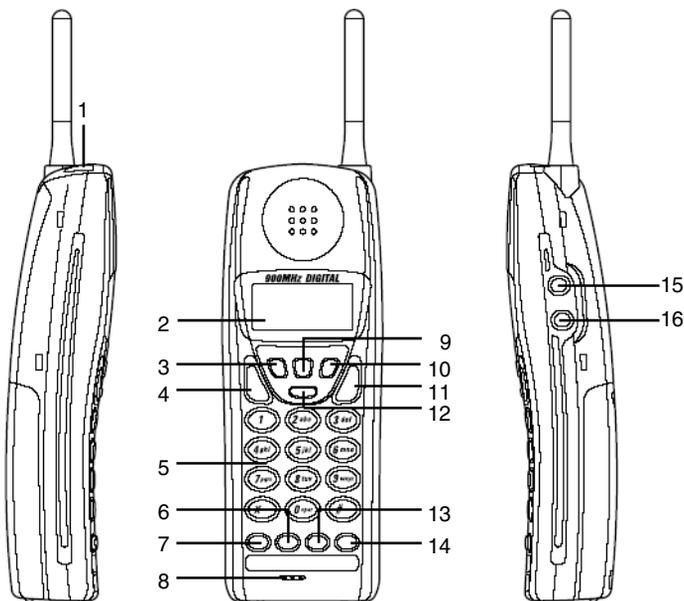
1 **Headset jack** — See Using the Optional Headset later in this chapter.

2 **Display panel** — Displays telephone status messages, Caller ID
information (if enabled), and the number of messages that you have in
your voice mail mailbox.

You can also use it to view icons that indicate:

- A message has arrived (**MSG**)

- The phone is on for placing calls (**Talk**). This icon flashes during call transfers.

- The handset ringer is off (**Off**)

- The handset battery needs recharging (**Low**)

3 **Hold button** — Places a call on hold. See "Putting a Call On Hold" later in this chapter and in Chapter 4. Also see "Answering a Second Call" in Chapter 4.

4 **Talk button** — Turns the phone on to place or answer calls. Also acts as a hookswitch.

5 **Telephone key pad** — Lets you select menu items or enter numeric characters. Press **#** to save changes. Press ***** to exit from a menu item. If you have not saved menu changes by pressing **#**, pressing ***** exits the menu item without saving changes.

6 **System appearance button** — Indicates activity on the second calling line. Lights steadily when an outgoing call is ringing or when you are using the NBX Messaging system. Blinks to indicate an incoming call or that you have placed a call on hold.

7 **System appearance button** — Indicates activity on the first calling line. Lights steadily when an outgoing call is ringing or when you are using the NBX Messaging system. Blinks to indicate an incoming call or that you have placed a call on hold.

8 **Microphone**

9 **Transfer (Xfer) button** — Sends the currently active call to another telephone. See "Transferring a Call" in Chapter 4.

10 **Conference (Conf) button** — Establishes a single call with up to three additional internal parties, external parties, or both. See "Establishing a Conference Call Using Feature Codes" in Chapter 4.

11 **Channel (CH) button** — Changes the handset's channel to reduce interference during a call.

12 **Feature button** — Lets you access features that are not directly assigned to another button on the telephone. See Chapter 7.

13 **Personal Speed Dial button** — See Chapter 5.

This button can also be assigned other functions, such as Bridged Extensions. Ask your NBX administrator for more information, and see Chapter 6 for information about Bridged Extensions.

14 **Message (MSG) button** — Accesses your voice mail messages through the NBX Messaging system.

This button can also be assigned other functions, such as Bridged Extensions. Ask your NBX administrator for more information, and see Chapter 6 for information about Bridged Extensions.

15 **RING/VOL button** — Controls the ringer alert volume when you are not on a call. Controls the audio volume through the handset or headset during a call. See Handset Ringer Tone and Volume later in this chapter.

16 **Ringer ON/OFF and MUTE switch** — Turns the handset ringer on and off. When the ringer is disabled, an `off` icon appears on the display panel.

Also lets you prevent a caller from hearing what you are saying during a telephone call, although you can still hear the caller. Press the button to turn off (Mute) the telephone's microphone when you are using the handset (or the headset's microphone when using the headset). The indicator lamp is lit when the Mute feature is enabled. Press the button a second time to turn off the Mute feature.

3Com 3107C Figure 2 shows the buttons and controls on the 3Com 3107C Cordless Telephone.

> **i** *For many operations, the 3Com 3107C makes a sound when you press a button.*

Figure 2   3Com 3107C Cordless Telephone
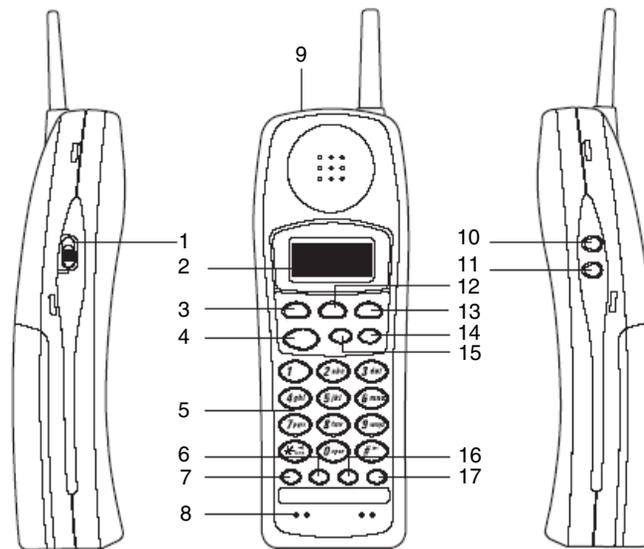
1 **Ringer ON/OFF switch** — Turns the handset ringer on and off. When the ringer is disabled, an **off** icon appears on the display panel.

2 **Display panel** — Displays telephone status messages, Caller ID information (if enabled), and the number of messages that you have in your voice mail mailbox.

   You can also use it to view icons that indicate:

   - A message has arrived (**MSG**)

   - The phone is on for placing calls (**Talk**). This icon flashes during call transfers.

   - The handset ringer is off (**Off**)

   - The handset battery needs recharging (**Low**)

3 **Hold button** — Places a call on hold. See "Putting a Call On Hold" later in this chapter and in Chapter 4. Also see "Answering a Second Call" in Chapter 4.

4 **Talk button** — Turns the phone on to place or answer calls. Also acts as a hookswitch.

5 **Telephone key pad** — Lets you select menu items or enter numeric characters. Press **#** to save changes. Press ***** to exit from a menu item. If you have not saved menu changes by pressing **#**, pressing ***** exits the menu item without saving changes.

6 **System appearance button** — Indicates activity on the second calling line. Lights steadily when an outgoing call is ringing or when you are using the NBX Messaging system. Blinks to indicate an incoming call or that you have placed a call on hold.

7 **System appearance button** — Indicates activity on the first calling line. Lights steadily when an outgoing call is ringing or when you are using the NBX Messaging system. Blinks to indicate an incoming call or that you have placed a call on hold.

8 **Microphone**

9 **Headset jack** See Using the Optional Headset later in this chapter.

10 **R/VOL button** — Controls the ringer alert volume when you are not on a call. Controls the audio volume through the handset or headset during a call. See Handset Ringer Tone and Volume later in this chapter.

11 **MUTE button** — Lets you prevent a caller from hearing what you are saying during a telephone call, although you can still hear the caller. Press the button to turn off (Mute) the telephone's microphone when you are using the handset (or the headset's microphone when using the headset). The indicator lamp is lit when the Mute feature is enabled. Press the button a second time to turn off the Mute feature.

12 **Transfer (Xfer) button** — Sends the currently active call to another telephone. See "Transferring a Call" in Chapter 4.

13 **Conference (Conf) button** — Establishes a single call with up to three additional internal parties, external parties, or both. See "Establishing a Conference Call Using Feature Codes" in Chapter 4.

14 **Feature button** — Lets you access features that are not directly assigned to another button on the telephone. See Chapter 7.

15 **Channel button** — Changes the handset's channel to reduce interference during a call.

16 **Personal Speed Dial button** — See Chapter 5.

This button can also be assigned other functions, such as Bridged Extensions. Ask your NBX administrator for more information, and see Chapter 6 for information about Bridged Extensions.

17 **Message (MSG) button** — Accesses your voice mail messages through the NBX Messaging system.

This button can also be assigned other functions, such as Bridged Extensions. Ask your NBX administrator for more information, and see Chapter 6 for information about Bridged Extensions.

Programmable Access Buttons

Figure 3 shows the Access buttons on the 3Com Cordless Telephones. By default, the functions assigned to these buttons are set by your NBX administrator. You cannot change their functions unless your administrator defines one or more buttons as User Speed Dials.

To view or change the current features on your telephone's buttons, click the **Shortcut to One-Touch Speed Dials** icon below the NBX NetSet™ utility screen. Buttons that you can change are marked with an asterisk and the description "User SPD" on the One-Touch Speed Dials screen. Click the Help button on the screen for detailed instructions.

Figure 3   Access Buttons
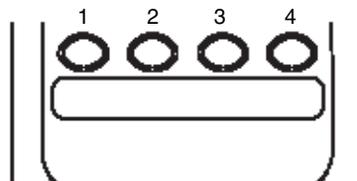
Access buttons have these default settings:

1 **System Appearance button 1** — Indicates activity on the first calling line. Lights steadily when you are in an active call or are using the NBX Messaging system. Blinks to indicate an incoming call or when you have placed a call on hold.

2 **System Appearance button 2** — Indicates activity on the second calling line. Lights steadily when you are in an active call or are using the NBX Messaging system. Blinks to indicate an incoming call or when you have placed a call on hold.

3 **Personal Speed Dial button** — See Chapter 5.

This button can also be assigned other functions, such as Bridged Extensions. Ask your NBX Administrator for more information, and see Chapter 6 for information about Bridged Extensions.

4 **Message (MSG) button** — Accesses your voice mail messages through the NBX Messaging system. See Chapter 3.

This button can also be assigned other functions, such as Bridged Extensions. Ask your NBX Administrator for more information, and see Chapter 6 for information about Bridged Extensions.

> **i** *The telephone LabelMaker, which is available through the NBX NetSet utility, enables you to define and print a new label for the label area below these Access buttons.*

Status Lights for System Appearance Buttons

An Access button that is set up for incoming and outgoing calls is called a System Appearance button. Each System Appearance button lights as follows to indicate a line's status. See Table 6.

Table 6   Status Indicator Lights for System Appearance Buttons

If the light is	The line is
Off	Available for use
Steady	In use
Blinking quickly	Ringing
Blinking slowly	On hold

Base Unit Controls and Functions

Figure 4 shows the controls and functions of the 3Com Cordless Telephone base unit.

Figure 4 3Com Cordless Telephone Base Unit
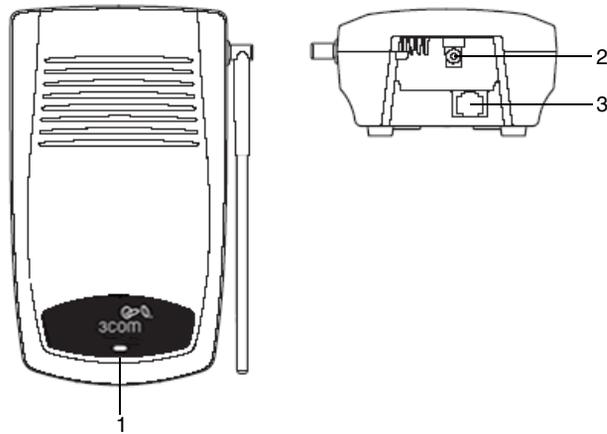
1 Power status LED

2 DC Power Jack

3 RJ45 port for connecting to the LAN

Using the Handset

Before using your 3Com Cordless Telephone, raise the antenna to the vertical position.
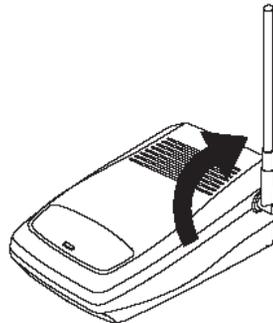
To use your Cordless Telephone, lift the handset out of the charging unit.

Handset Controls

3Com 3106C	3Com 3107C
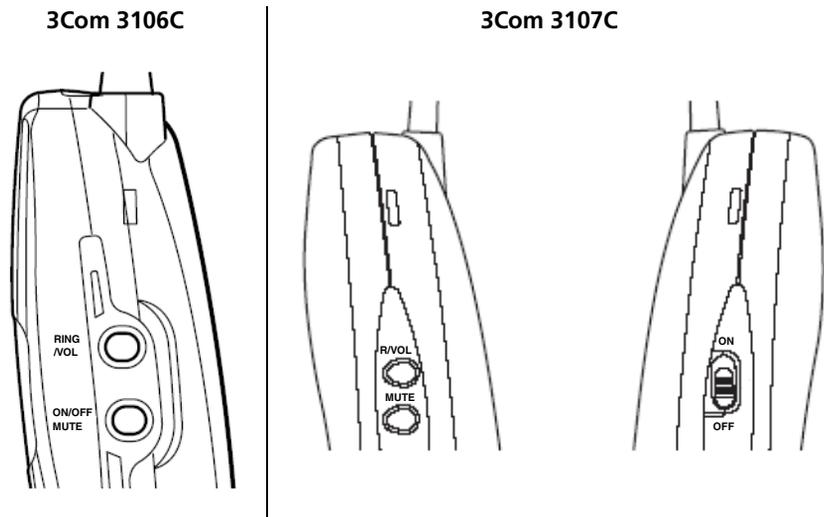
Earpiece Volume

1 Press the **RING/VOL** (3106C) button or the **R/VOL** (3107C) button on the side of the handset during a call to change the earpiece volume on the handset.

The phone's display panel cycles through these possible settings:

- **Volume Low**
- **Volume Medium**
- **Volume High**
- **Volume Maximum**

2 Stop pressing the **RING/VOL** (3106C) button or the **R/VOL** (3107C) button when the handset reaches the desired volume.

Handset Ringer ON/OFF Switch

Use the **ON/OFF MUTE** (3106C) switch or the **ON/OFF** (3107C) switch on the side of the handset to turn the handset ringer on or off.

- When the ringer is off, the **off** icon appears on the display panel.
- When the ringer is on, the **off** icon disappears.

Handset Ringer Tone and Volume

1 Press the **RING/VOL** (3106C) button or the **R/VOL** (3107C) button on the side of the handset when it is not being used for conversations (when it is in AutoStandby mode) to change the ringer tone and volume.

The phone's display panel cycles through these possible settings:

- `Ring Type A High`
- `Ring Type A Low`
- `Ring Type B High`
- `Ring Type B Low`
- `Ring Type C High`
- `Ring Type C Low`
- `Ring Off`

i > `Ring off` *is the handset Vibrate Mode.*

- *If you set the ringer off and the handset is not on the charger, the handset vibrates when there is an incoming call.*
- *If you set the ringer off and the handset is on the charger, the handset uses* `Ring Type A Low`.

2 Stop pressing the **RING/VOL** (3106C) button or the **R/VOL** (3107C) button when the handset ringer reaches the desired volume.

i > *You can also turn the handset's ringer tone on and off using the NBX NetSet utility. See "Ringer Tones" in Chapter 5.*

Using the Handset   When you remove the handset from the charging unit and press the **Talk** button, you see `ACQUIRING LINK`.

After the connection has been made between the handset and base unit, you see the current volume setting. **Example: `Volume Low`**.

Or, depending on the condition, you may see one of the following display messages:

LCD Display	Condition	Indicator
NO SERVICE	No LAN connection or no power to the base unit	Error Tone
or		
Connect to the phone port		
LINE IN USE	Line in use	Error Tone
NO SERVICE	Handset at the phone's range limit	Error Tone

Answering a Call

When you receive a call, the handset rings and the display shows the calling phone's ID (if Caller ID is enabled).

Handset in the Charging Unit	Handset Out of Charging Unit
Remove the handset from the charging unit. The AutoTalk feature allows you to answer the call immediately.	Press the **Talk** button.

When you finish the call, place the handset back in the charging unit. AutoStandby automatically hangs up the phone.

or

Press the **Talk** button to hang up the phone.

Making a Call

1 Press the **Talk** button.

The **Talk** icon displays after the handset and base unit are connected, and you see the handset's current volume setting.

Example: Volume Low.

2 When you hear a dial tone, enter the number that you want to call.

Example: 18085551840.

> **i** *You see* **Invalid Number** *in the display panel if you enter a number that the phone does not recognize or cannot process.*

3 When you finish the call, press the **Talk** button again to hang up the phone and put it in AutoStandby.

Putting a Call On Hold

1 Press the **hold** button.

The System Appearance button for the call blinks and the display shows the calling phone's ID (if Caller ID is enabled).

2 To resume the call, press the blinking System Appearance button again.

Transferring a Call

1 Press the **Xfer** (Transfer) button. The System Appearance button for the call blinks and the display shows:
Transfer to:

2 Dial the receiving party's extension.

3 When the receiving party answers, press the **Xfer** button again to complete the transfer.

Using the Optional Headset

The optional headset provides a hands-free option for the 3Com Cordless Telephone. With the headset installed, you can use the beltclip to carry the handset, and conduct a conversation using the headset.

To install the headset, open the cover over the headset jack and plug in the headset.

No other settings are needed.

The 3Com Cordless Telephone operates the same as when you use the handset, although you hear through the headset earphone and talk through the headset microphone. The handset's earphone and microphone (mouthpiece) are disabled.

You can wear the headset over either the head or the ear.

3

NBX MESSAGING

This chapter describes the NBX® Networked Telephony Solution voice messaging features. It covers these topics:

- NBX Messaging Components
- Changing Your Password
- Changing Your Name Announcement and Personal Greetings
- Listening to NBX Messages
- Replying to a Message
- Forwarding a Message
- Creating and Sending a Message
- Using Voice Mail Group Lists
- Marking a Message as Private or Urgent
- Other Ways to Manage Your Voice Mail Messages
- Other Kinds of Mailboxes

NBX Messaging Components

A key component of the NBX Networked Telephony Solution is the NBX Messaging system, which includes voice mail, off-site notification, and several administrative features. Voice mail allows callers to leave voice messages in your voice mailbox when you are not able to answer your telephone. You can listen to, save, and forward those messages from any touch-tone telephone.

> *If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of the instructions in this chapter. **Exception:** Use the procedures in "Changing Your Password" regardless of your messaging application.*

Important Considerations

- The steps are the same for initially setting up the name announcement, personal greetings, and passwords for personal, greeting-only, and phantom voice mailboxes. See "Setting Up Your Password and Voice Mail for the First Time" in Chapter 1 for details. (Your administrator creates group mailboxes and their passwords.)

- For changes to passwords and greetings, see "Changing Your Password" and "Changing Your Name Announcement and Personal Greetings" later in this chapter.

- The default setting for the maximum length of each voice mail message on the system is 5 minutes. Your administrator can configure your organization's NBX Messaging system to receive and store voice mail messages that are up to 10 minutes long.

- Use the *Off-Site Notification* feature if you want the NBX system to notify you when callers leave voice mail messages in your voice mailbox. See "Off-Site Notification" in Chapter 5.

- You can bypass system messages using option buttons if you are configuring passwords and greetings. However, you cannot bypass voice mail messages in this manner.

| **Changing Your Password** | You use the same 4-digit to 10-digit password to log in to the NBX NetSet utility and to access your NBX voice mail. You can change this password with your telephone (using the NBX voice prompts or a feature code) or through the NBX NetSet utility. |

To set up your password for the first time, see Table 4 and "The NBX NetSet Utility" in Chapter 1. Table 4 also describes how to change your password.

If you forget your password, the administrator can set it to be your extension number. Then follow the instructions in Table 4 in Chapter 1 to change it to a more secure password. Also see "Security Tips" next.

i▷ *If your NBX system uses a messaging system other than NBX Messaging:*

- *Use the feature code method described in Table 4 in Chapter 1 to set and change the NBX NetSet utility password.*
- *3Com recommends that you use the same password for your voice messaging system and for the NBX NetSet utility.*

Security Tips
- Change your password often.
- Do not use passwords that can easily identify you, such as your phone extension or birth date.
- Avoid simple passwords such as 1234 or 0000.
- Use numbers only; do not use letters, *, or # as part of your password.
- Longer passwords are more secure. You can use up to 10-digits for your password.
- Never tell your password to anyone.

Changing Your Name Announcement and Personal Greetings	You set name announcement and personal greeting when you first set your voice mail. See "Setting Up Your Password and Voice Mail for the First Time" in Chapter 1. Change your personal greeting often, to ensure that callers hear up-to-date information.

You can record up to five personal greetings and choose which to use from the telephone. You can also review, delete, or choose which to make active with the NBX NetSet utility.

If appropriate, you may also want to change the greeting for an extension that is a "greeting-only mailbox," so that callers do not attempt to leave messages. See "Greeting-Only Mailbox" later in this chapter.

To change your name announcement or personal greetings:

1 Log in to your mailbox at your telephone or remotely.

2 Press **9** for **Mailbox Options** and then press **1**.

3 To review or change your name announcement, press **1** and follow the prompts.

4 To review or change your personal greetings, press **2** and follow the prompts.

Using the NBX NetSet utility, you can review or delete a personal greeting or choose which of your recorded greetings to make active.

To hear or delete your personal greetings or choose your active personal greeting from the NBX NetSet utility:

1 Log in to the NBX NetSet utility with your extension and password.

2 Select **NBX Messaging > Personal Greeting.**

3 Select a greeting.

   a Click **Select** to choose the greeting as the active greeting.

   b Click **Listen** to hear the greeting.

   c Click **Delete** to delete the greeting. You cannot delete greeting number 1; you can re-record it through the phone.

> **i** *If you forget your password, the administrator can set it to be your extension number. Then follow the instructions in Table 4 in Chapter 1 to change it to a more secure password. Also see "Security Tips" earlier in this chapter.*

| **Listening to NBX Messages** | You can listen to your NBX voice mail messages from your 3Com telephone, from any touch-tone telephone, or by logging in to the NBX NetSet utility. After you listen to messages, you can save or delete them to clear them from the New Messages queue. For how to set up your NBX NetSet utility password the first time, see <u>Table 4</u> and <u>"The NBX NetSet Utility"</u> in <u>Chapter 1</u>. |

> *i*   *If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of these instructions.*

| **Message Indicators** | To tell if you have messages in your mailbox: |

- **On a 3Com 3106C or 3107C Cordless Telephone** — The display panel shows the number of messages. **Example: 3 Msgs 2 New**.

- **In the NBX NetSet utility** — Log in as a user. The list of your messages appears in the Voice Mail Messages area on the **NBX NetSet > User Information** screen. A new message has a ***** next to it. A forwarded messages has **-->Fw:** next to it.

| **Listening from Your Computer** | To listen to your messages from your computer, you must have a way of playing audio files: |

- A USB audio device such as a USB headset and an operating system that supports USB

    OR

- A sound card, a third-party application such as Windows Media Player, and either headphones or speakers

1 Log in to the NBX NetSet utility with your extension and password.

2 Select a message in **User Information > Voice Mail Messages.**

3 Click **Listen.**

4 The third-party application downloads the voice message and plays it.

> *i*   *You need to click a play button to hear messages in some third-party applications.*

5 To delete the message, select the message and then click **Delete.**

Listening from Your 3Com Cordless Telephone

To listen to your messages from your 3Com Cordless Telephone:

1 Remove the handset from the charging unit.

2 Press the **Msg** (Message) button to access the mailbox.

3 At the prompt, type your password and press **#**.

4 See Table 7 for the buttons that you use to manage your messages.

Listening from Any Internal 3Com Telephone

To listen to your messages from any 3Com Telephone other than your own within your NBX system:

1 Press the **Message** button.

2 Press ***** and dial your extension. You hear your name announcement.

3 Dial your password and press **#**.

4 See Table 7 for the buttons that you use to manage your messages.

Listening from an External Location

To listen to your messages from an external telephone:

- **If you can dial your telephone extension directly** — Press ***** during your personal greeting. At the prompts, enter your extension and password, and press **#**.

- **If you call the main telephone number of your organization and:**

  - **The Automated Attendant answers** — Press *** *** during your personal greeting. At the prompts, enter your extension and password, and press **#**.

  - **The receptionist answers** — Ask to be transferred to your voice mail. Press ***** during your personal greeting. At the prompts, enter your extension and password, and press **#**.

Managing Your Messages

Press these buttons to manage your messages:

Table 7 Managing Messages

Button	Description
1	Play or repeat the message.
2	Create, send, or save the message.
3	Delete the message from your mailbox. *You cannot retrieve a message after you delete it.*
4	Reply to the message. See "Replying to a Message" later in this chapter.
5	Forward the message. See "Forwarding a Message" later in this chapter.
6	Listen to date, time, and sender information about the message. See "Information About Your Messages" next.
7	Back up 3–5 seconds in the current message.
8	Pause the current message for up to 20 seconds.
9	Move ahead 3–5 seconds when playing a message.
#	Move to the next message.
*	Return to the main menu.

Information About Your Messages

To listen to date, time, and sender information about a message in your mailbox, press **6** during or after the message, and then press one of these buttons:

Button	Description
1	Date and time information
2	Sender information
4	Listen to the previous message

Replying to a Message	You can send a reply to a voice mail message, provided that the NBX system has received the necessary caller ID information.

i *If you receive a message that is marked Private, you can reply to the originator, but you cannot forward the message to others.*

To reply to a message after you listen to it:

1 Press **4**.

If the message has been sent to more than one person, press **1** to reply only to the sender or press **2** to reply to all of the recipients.

2 After the tone, record your reply.

3 Hang up, or press **#** for more options.

4 If you press **#**, press one of these buttons:

Button	Description
1	Send your reply.
2	Re-record your reply.
3	Listen to your reply.
9	Mark the message **Private** or **Urgent**. See "Marking a Message as Private or Urgent" later in this chapter.
*	Cancel your message.

Forwarding a Message

You can forward most messages, with or without comments.

> $\mathbf{i}$ *If you receive a message that is marked Private, you cannot forward it.*

To forward a message:

1 Log in to your voice mailbox at your telephone or remotely.

2 Listen to a message that you want to forward, and press **5**.

3 After the tone, record an introductory message and then press **#** or if you choose not to record a comment, press **#** when you hear the tone.

4 Optionally, press one of these buttons, or proceed to step 5.

Button	Description
2	Re-record your introductory comment.
3	Listen to your introductory comment.
9	Mark the message **Private** or **Urgent**. See "Marking a Message as Private or Urgent" later in this chapter.
*	Cancel your message.

5 When you are ready to forward the message, press **1**.

6 Dial one of these destination numbers plus **#**:

- The internal extension or mailbox number of the recipient

- A speed dial number. See "Speed Dials" in Chapter 5.

- A voice mail group list number. (See "Using Voice Mail Group Lists" later in this chapter.)

- A site code plus extension (to send to a user on another NBX system in your organization). **Example:** *neee* or *neeee* (where *n* = one or more site code digits and *e* = the extension digits on the other system).

> $\mathbf{i}$ *For valid site codes in your organization, see your administrator.*

7 To send the message to several recipients, dial each destination number followed by **#**.

8 After the last destination number and its **#**, press **#** again to send your message.

9 Follow the prompts to delete or save the message you just forwarded.

Creating and Sending a Message	To create and send a message directly without actually making a call, follow these steps:

1 Log in to your mailbox at your telephone or remotely.

2 Dial **2** to select **Create and Send a Message**.

3 At the tone, record a message that is at least 2 seconds long, and press **#** to end the recording.

4 Optionally, press one of these buttons, or proceed to step 5.

Button	Description
2	Re-record the message.
3	Review the message.
9	Mark the message **Private** or **Urgent.** See "Marking a Message as Private or Urgent" later in this chapter.
*	Cancel the message.

5 When you are ready to send the message, press **1**.

6 Dial one of these destination numbers plus **#**:

- The internal extension or mailbox number of the recipient

- A speed dial number. See "Speed Dials" in Chapter 5.

- A voice mail group list number. (See "Using Voice Mail Group Lists" later in this chapter.)

- A site code plus extension (to send to a user on another NBX system in your organization). **Example:** *neee* or *neeee* (where *n* = one or more site code digits and *e* = the extension digits on the other system).

i> *For valid site codes in your organization, see your administrator.*

7 To send the message to several recipients, dial each destination number followed by **#**.

8 After the last destination number and its **#**, press **#** again to send your message.

| **Using Voice Mail Group Lists** | A Voice Mail Group, also called a mail group or mail list, is a collection of extensions with a special "group number." Use it to send a message to everyone on the list at the same time. |

A Voice Mail Group is not the same as an ACD Group, Hunt Group, or Calling Group. See "Automatic Call Distribution Groups, Hunt Groups, and Calling Groups" in Chapter 6.

Viewing System Groups

System Voice Mail Groups can be set up by your administrator. You can send a message to everyone in a System Voice Mail Group by using * plus the two-digit group number.

You can see a list of System Voice Mail Groups and the membership of each group through the NBX NetSet utility.

To view System Voice Mail Groups:

1 Log in to **Netset > NBX Messaging > System Group List**. A list of System Group IDs and Names displays.

2 To view the membership of any group, select the group and click **Membership**.

Creating Personal Groups

You can create your own Personal Voice Mail Group either through the telephone or through the NBX NetSet utility.

To create a personal voice mail list through the telephone:

1 Log in to your mailbox at your telephone or remotely.

2 Dial **9** for **Mailbox Options**.

3 Dial **3** for **Group Lists**, and then **2** for **Create Group**.

4 Dial any 2-digit number, 01–99, which becomes the Group Number.

5 After the tone, speak a name for the group, and press **#**.

6 Dial one of these numbers:

- **1** to save the group name and proceed to step 7
- **2** to change the group name and return to step 5
- ***** to exit without saving

7 Dial one of these destination numbers plus **#**:

■ The internal extension or mailbox number of the recipient

■ A speed dial number. See "Speed Dials" in Chapter 5.

■ A site code plus extension (to send to a user on another NBX system in your organization). **Example:** *neee* or *neeee* (where *n* = one or more site code digits and *e* = the extension digits on the other system).

■ A personal or system group list number

i *For valid site codes in your organization, see your administrator.*

8 When you have added all of the destination numbers, press:

■ **1** to save the group list

■ **2** to cancel creating the group

■ ****** to return to the previous menu

OR hang up.

To create a personal voice mail list through the NBX NetSet utility:

1 Log in **Netset > NBX Messaging > Personal Group List**. You see a list of your current personal voice mail groups with Group IDs and Group Names.

2 Click **Add**.

3 Enter a Group ID, a number from 01–99 that is not used for a current group.

4 Enter a Name for the new group.

5 Enter any VPIM extensions in the VPIMs box.

6 Select members from the Non-Members list and move them to the Members list by clicking the left arrow.

7 Click **Apply** and **OK** to complete the list.

Modifying or Deleting Groups
You can review your voice mail groups, add members, or delete a group from the telephone or from the NBX NetSet utility.

To review or modify a voice mail group from the telephone:

1 Log in to your mailbox at your telephone or remotely.

2 Dial **9** for **Mailbox Options**.

3 Dial **3** for **Group Lists**.

4 Press **1**, **3**, or **4**:

Button	Description
1	Review your list of groups.
2	Create a group.
3	Delete a group.
4	Add or delete group members. See step 5.
*	Return to the main menu.

5 To add members to a group or delete members from one, press **4** and follow the prompts:

   a Enter the number of the group you want to modify.

   b To add one or more members to the group, dial one of these destination numbers plus **#**:

      ■ The internal extension or mailbox number of the recipient

      ■ A speed dial number. See "Speed Dials" in Chapter 5.

      ■ A site code plus extension (to send to a user on another NBX system). **Example:** *neee* or *neeee* (where *n* = one or more site code digits and *e* = the extension digits on the other system). For valid site codes for your organization, see your administrator.

   c To delete one or more members from the group, dial the destination number that you want to delete and then press **1**.

6 When you have added or deleted all of the destination numbers, press:

   ■ **1** to save the modified group list

   ■ **2** to cancel this modification to the group

   ■ ****** to return to the previous menu

   OR hang up.

To review or modify a voice mail group from the NBX NetSet utility:

1 Log in **Netset > NBX Messaging > Personal Group List**. You see a list of your current personal voice mail groups.

2 Select the group to review or modify.

3 Click **Modify**.

4 You can change the Name for the group.

5 You can enter any VPIM extension in the VPIMs box.

6 You can select members from the Non-Members list and move them to the Members list by clicking the left arrow. OR select members from the Members list and move them to the Non-Members list by clicking the right arrow.

7 Click **Apply** and **OK** to complete your changes.

To delete a voice mail group from the NBX NetSet utility:

1 Log in **Netset > NBX Messaging > Personal Group List**. You see a list of your current personal voice mail groups.

2 Select the group to delete.

3 Click **Remove**.

4 Click **Yes** to confirm.

Marking a Message as Private or Urgent

When you compose a voice message, you can select *Private* or *Urgent* from the delivery options. If you do not select a delivery option, your message is sent as a Normal message.

- **Private Messages** — The recipient cannot forward the message to others.

- **Urgent Messages** — Places the message at the beginning of the recipient's message queue. Urgent messages are heard first.

1 Follow the steps in "Replying to a Message", "Forwarding a Message", or "Creating and Sending a Message" earlier in this chapter.

2 In step 4 of those instructions, press **9**.

3 To mark the message **Urgent,** press **1**. To mark the message **Private,** press **2**.

4 To send the marked message, press **1**, or listen to the prompts for other choices.

Other Ways to Manage Your Voice Mail Messages

You can listen to and, in some configurations, delete your voice messages from within an e-mail application or a messaging application using your Internet browser. For details, see "Listening to Your Messages in Your E-mail" in Chapter 6.

| **Other Kinds of Mailboxes** | The NBX system allows you (for the greeting-only mailbox) or the administrator (for phantom or group mailboxes) to set up mailboxes for special situations, as described in this section. |

Greeting-Only Mailbox

When you designate your mailbox as a *greeting-only mailbox*, callers hear your personal greeting but they cannot leave a voice mail message.

To change your voice mailbox to a greeting-only mailbox, select **NBX NetSet > NBX Messaging > Greeting Only Mailbox**.

Examples:

- When you take an extended leave of absence, you can create a personal greeting with your scheduled date of return and whom to call during your absence. Callers can be transferred but are unable to leave voice messages for you. When you return, clear the Greeting Only Mailbox check box so that callers can leave messages again.

- If you are a teacher, you can create a new personal greeting on the school's NBX system every day to explain homework assignments. Students call in to the greeting-only mailbox to get the homework information but cannot leave a message for you on this mailbox.

- If you are the administrator, you can create a greeting-only mailbox and use the personal greeting to post information for employees, such as a notice that the offices are closed because of bad weather.

i> *When you create the personal greeting, remember to tell callers that they cannot leave messages in this voice mailbox. For instructions on changing the personal greeting, see "Changing Your Name Announcement and Personal Greetings" earlier in this chapter.*

In addition to preventing a caller from leaving a message, a greeting-only mailbox does not allow anyone to forward or create and send a message to it or reply to a message that was sent from its extension

i> *Avoid adding a greeting-only mailbox to a personal voice mail group list.*

Phantom Mailbox   A *phantom mailbox* does not have an actual telephone associated with it. The administrator sets up a phantom mailbox.

Examples:

- If you are a sales representative who travels constantly for your organization and never comes into the office, you still need a way to receive telephone messages. Using your phantom mailbox, you can retrieve, forward, and save messages in the same way that any other employee can but without a physical telephone connected to your NBX system.

- If you are an employee who lives a long distance from your office and works from home, customers and others can leave messages in the your phantom mailbox and you can call in to the NBX system to retrieve them, or you can listen to them from the NBX NetSet™ utility.

You retrieve messages from a phantom mailbox in the same way that you retrieve messages from a personal mailbox. See "Listening to NBX Messages" earlier in this chapter.

Group Mailbox   A *group mailbox* is a voice mailbox from which a group of users can retrieve messages. Your administrator creates group mailboxes and can explain how to retrieve messages that are left in the group mailbox.

Example:

- During nonbusiness hours, the system can send incoming telephone calls for your sales department to a group mailbox. Your administrator assigns to the appropriate sales people the ability to listen to, forward, or otherwise handle all messages that are directed to the group mailbox.

4 STANDARD FEATURES

This chapter describes standard features of the 3Com Telephones. It covers these topics:

- Answering a Call
- Dialing a Call
- Forwarding Incoming Calls
- Putting a Call On Hold
- Transferring a Call
- Direct Mail Transfer
- Establishing a Conference Call Using Feature Codes

If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of the instructions in this chapter.

Answering a Call
To answer an incoming call, remove the handset from the charging unit.

An unanswered call on any telephone on the NBX system is forwarded to the call coverage point that you specify in **NBX NetSet > User Information > Call Forward**. To specify the number of times that your telephone rings before the call is forwarded or to specify where you want the call to go, see "Forwarding Incoming Calls" later in this chapter.

Caller ID
The display panel on your 3Com Telephone shows the name and extension of an internal caller. For an external caller, if your organization purchases Caller ID service from your telephone company and if the external caller allows Caller ID information to be broadcast, the display panel shows the external caller's name and telephone number.

Answering a Second Call
When a new call arrives while you are on a call:

1 Press the **Hold** button to put the current call on hold.

2 Press the blinking System Appearance button for the line on which the new call is arriving, to answer the call.

3 To return to the earlier call, hang up the new call, or put it on hold, or transfer it, and then press the System Appearance button for the original call.

On the 3Com Cordless Telephones, use Table 8 to manage the two lines.

Table 8   Managing Multiple Calls on the 3Com Cordless Telephones

Line A	Line B	How to Manage New Calls
Active call	Ringing	To answer the incoming call, press the blinking System Appearance button for the call. (If you do not answer, the system sends the second call to your call coverage point.)
Active call	On hold	To go to the call that is on hold, press the blinking System Appearance button for the call. To return to the first call, press its System Appearance button.
On hold	Ringing	If you have placed one call on hold: ■ And you do not hang up the handset, and the other line rings, press the blinking System Appearance button for the call that is on hold, to return to it. Then press the blinking System Appearance button for the incoming call to answer it. ■ And you do hang up the handset and the other line rings, remove the handset from the charging unit to connect to the incoming call. Then press the blinking System Appearance button for the call on hold, to switch to it.
On hold	On hold	If you have placed two calls on hold: ■ And you do not hang up the handset, press the blinking System Appearance button for the call you most recently placed on hold. Then press the blinking System Appearance button for the call you first placed on hold to return to it. ■ And you do hang up the handset, remove the handset from the charging unit to return to the call you most recently placed on hold. Then press the blinking System Appearance button for the call you first placed on hold to return to it.
Active or on hold	On hold	If a third call comes in while you have one active call and one on hold, or two calls on hold, the system forwards the third caller directly to your call coverage point. See "Forwarding Incoming Calls" in this chapter for call forwarding details.

Dialing a Call   This section describes standard dialing features.

An Internal Call

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Dial the person's 3-digit or 4-digit extension.

4 When you are finished, hang up the handset or press the **Talk** button again to end the call.

An External Call

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 If necessary, dial **9, 8** or whatever to access an external line. If one of the Access buttons is configured to access an external line directly, you can press that button.

4 Dial the number. Or use a personal or system-wide speed dial number.

5 When you are finished, hang up the handset or press the **Talk** button again to end the call.

Redialing a Call

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 401** to dial the most recent number that you dialed.

Forwarding Incoming Calls	You can choose when and where to forward unanswered incoming calls. Unanswered calls that come in directly to your extension go to a call coverage point. You can set different call coverage points for different conditions: default, no answer, busy, and all calls.

You can choose when and where to forward unanswered incoming calls. Unanswered calls that come in directly to your extension go to a call coverage point. You can set different call coverage points for different conditions: default, no answer, busy, and all calls.

Unanswered calls that come to your telephone through ACD groups, hunt groups, and calling groups follow the call coverage path that your administrator sets up for the group. See "Automatic Call Distribution Groups, Hunt Groups, and Calling Groups" in Chapter 6.

When you specify call forwarding, you specify the call coverage point and the condition under which to forward calls.

Call Coverage Points

Your call coverage points are the destinations you forward your calls to when you do not answer. They can be telephone extensions or external telephone numbers, your voice mail box, or an automated attendant.

Condition to Forward Calls

You can choose when to forward calls:

■ **Default** — Forwards unanswered incoming calls to your default call coverage point after a specified number of rings if you have not specified another condition.

■ **Call Forward No Answer** — Forwards unanswered incoming calls to a call coverage point when your phone rings for a specified number of rings.

■ **Call Forward Busy** — Forwards incoming calls to a call coverage point when your phone is busy.

   If you have multiple lines, all lines must be in use in order for Call Forward Busy to engage.

■ **Call Forward All** — Forwards all incoming calls without ringing to a call coverage point regardless of the state of your phone.

   Use this feature when, for example, you plan to be away from your phone for an extended period of time.

Setting Call Forward from the Telephone

You can set call forwarding from your telephone. You choose the condition for call forwarding (default, no answer, busy, or all) and the destination. When you specify an external telephone number as the destination, start by entering a **9** or **8** or whatever is required to access an outside line. **Example: 912815551212** dials (281) 555-1212. You can enter a ***** if a pause is required between an access code and a destination number.

> *The number that you choose may be limited by your call permissions. To view your permissions, see **NBX NetSet > User Information > Call Permissions**.*

From the telephone, you can set call forwarding using feature codes. Use the NBX NetSet™ utility to see your call forwarding settings. Your administrator can also set programmable Access buttons for call forwarding. The display panel shows your current call forward destination.

Forward to Mail

From the telephone, you can set your 3Com Telephone so that all incoming calls go directly to your default call coverage point, usually your voice mailbox. You can change the destination to the Auto Attendant or receptionist or a different telephone number. This feature is referred to as FWD MAIL, Forward to Mail, Forward All Calls to Voice Mail, and Forward All Calls to VM. When Forward to Mail is in effect, your telephone rings once before forwarding the call to your default call coverage point.

On a 3Com Cordless Telephone:

1 Remove the handset from the charging unit.

2 Press **Feature + 440**.

3 To turn off **FWD MAIL**, remove the handset from the charging unit and press **Feature + 440** again.

To set your default call forwarding destination, use the NetSet utility. See "Default" later in this section.

To prevent the telephone from ringing even once, use the Do Not Disturb feature (see "Managing Off-site Notification Using the Telephone" in Chapter 5) or use the Call Forward All feature (see "Call Forward All" later in this section).

Call Forward No Answer, Call Forward Busy, and Call Forward All override this Forward to Mail setting if they are in effect. If you turn off Forward to Mail and no other call forward options are in effect, unanswered calls still go to your default call coverage point but after the number of rings specified in **NBX NetSet > User Information > Call Forward Default**.

To view your current Forward to Mail setting, log in to **NBX NetSet > User Information > Feature Settings** and see **Forward All Calls to VM**.

Call Forward No Answer

To set Call Forward No Answer:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 466**.

4 Dial the extension that you want to forward calls to.

5 Press **#**.

You can specify the number of rings before the call is forwarded by logging into **NBX NetSet > User Information > Call Forward Override**.

To cancel Call Forward No Answer:

1 Remove the handset from the charging unit.

2 Press the **Talk** button

3 Press **Feature + 466** again.

Call Forward Busy

To set Call Forward Busy:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 467**.

4 Dial the extension that you want to forward calls to.

5 Press **#**.

To cancel Call Forward Busy:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 467** again.

Call Forward All

To set Call Forward All:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 465**.

4 Dial the extension that you want to forward calls to.

5 Press **#**.

To cancel Call Forward All:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 465** again.

Setting Call Forward from the NBX NetSet Utility

From the NBX NetSet utility, you can set default call forwarding or choose to override the default with the condition for call forwarding (No Answer, Busy, or All) and the destination. For telephone numbers, do not use parentheses, hyphens, or spaces. When you specify an external telephone number, start by entering a **9** or **8** or whatever is required to access an outside line. **Example: 912815551212** dials (281) 555-1212. You can enter a ***** if a pause is required between an access code and a destination number.

Default

The **Call Forward Default** page defines basic call forwarding. You choose from four destinations: voicemail box, a phone number, the automated attendant, or disconnection. You can override these settings on the **Call Forward Override** page or by making changes on the telephone.

To set the default call forwarding:

1 Log in to **NBX NetSet > User Information > Call Forward Default**.

2 Select your choice for the **Number of rings before forwarding a call**.

3 Select a call coverage point:

- If you select **Forward to voicemail box**, the caller can leave a message.

- If you select **Forward to phone number**, enter that extension or external phone number in the box.

> *The number that you choose may be limited by your call permissions. To view your permissions, see **NBX NetSet > User Information > Call Permissions**.*

   The check box below **Forward to phone number** specifies where you want to forward calls that are not answered at the internal extension that you specified as the Forward phone number.

   If you check the box, calls that are not answered at the number you forward them to are passed on to your choice of:

   - **User Voicemail** — Your voicemail box
   - **Default Menu** — The default automated attendant, usually extension 500
   - **Voicemail** — The default system voicemail, usually extension 501

   If you leave the box unchecked, calls that are unanswered at the number you forward them to are passed on to the destination specified for that number. This setting can result in having your calls forwarded to another person's voicemail or to a loop of forwarding where the call is not answered.

- If you select **Automated Attendant**, you can choose to forward calls to your choice of:

   - **Default Menu** — The default automated attendant, usually extension 500
   - **Voicemail** — The default system voicemail, usually extension 501

- If you select **Disconnect (no forwarding)**, the system disconnects an incoming call if it is not answered after the specified number of rings.

4 Click **Apply**, and then click **OK**.

Override

To set the call forward override:

1 Log in to **NBX NetSet > User Information > Call Forward Override**.

2 Select your call forward conditions:

   ■ If you select **Call Forward All**, calls do not ring on your extension and are immediately forwarded to the extension or external phone number you specify in the box.

   ■ If you select the next button, you can select either or both of the following conditions:

   If you select **Call Forward Busy**, calls do not ring when all of your lines are busy and are immediately forwarded to the extension or external phone number you specify in the box.

   If you select **Call Forward No Answer**, calls ring the number of times you specify in the rings box. If they are not answered then, they are forwarded to the extension or external phone number you specify in the box.

   ■ If you select **No action**, call forwarding follows the specifications of the **Call Forward Default** page.

3 Click **Apply**, and then click **OK**.

Call Forward Precedence

Five features can interact to affect call forwarding: Forward to Mail, Call Forward No Answer, Call Forward Busy, Call Forward All, and Do Not Disturb. If they are enabled at the same time, the NBX system determines precedence, which call forwarding path is in effect, according to the following rules:

   ■ If Call Forward All is enabled, all calls are immediately forwarded to the Call Forward All destination. All other feature settings are ignored.

   ■ If Do Not Disturb is enabled and Call Forward All is not enabled, all calls are immediately forwarded to the Call Forward Default destination. All other feature settings are ignored.

   ■ If Call Forward Busy is enabled and Call Forward All and Do Not Disturb are not enabled, all calls received when this extension is busy are immediately forwarded to the Call Forward Busy destination. All other feature settings are ignored.

   ■ If Call Forward No Answer is enabled and Call Forward All and Do Not Disturb are not enabled, all calls received when this extension is not

busy are forwarded to the Call Forward No Answer destination after the specified number of rings. All other feature settings are ignored.

■ If Forward to Mail is enabled and Call Forward All, Do Not Disturb, Call Forward No Answer, and Call Forward Busy are not enabled, all calls received when this extension is not busy are forwarded to the Call Forward Default destination after one ring.

■ If no call forwarding settings are enabled, all calls received this extension is busy are immediately forwarded to the Call Forward Default destination. If this extension is not busy, all calls are forwarded to the Call Forward Default destination after the number of rings specified in the Call Forward Default page of the NetSet utility.

Putting a Call On Hold

To put a call on hold:

1 Press the **Hold** button.

2 To return to the call, press the appropriate System Appearance button.

Dialing Another Call

To place a call on hold and dial a new call:

1 Press the **Hold** button.

2 Press the System Appearance button that is currently not being used.

Typically the first two System Appearance buttons on the left of a 3Com Cordless Telephone are used for your extension. Your system administrator can verify the number and location of System Appearance buttons on your telephone.

3 When you hear dial tone, dial the second call.

More Than One Call

The number of simultaneous calls that you can have on your 3Com Telephone is limited by the number of System Appearance buttons that are defined for your extension. The default is the first two System Appearance buttons on the left of 3Com Cordless Telephones. Your administrator can verify the number and location on your telephone.

To place more than one call on hold on a 3Com Cordless Telephone:

1 To place the current call on hold, press the **Hold** button.

■ To make a call, press the System Appearance button that is currently not being used. When you hear dial tone, dial the call.

■ To receive a call, press the flashing System Appearance button that indicates the incoming call.

2 To place the new call on hold, press the **Hold** button.

3 To return to either call, press the appropriate System Appearance button.

4 To place or receive another new call, repeat the previous steps.

> *On 3Com Cordless Telephones, you can place at most two calls on hold.*

Transferring a Call   When you answer an incoming telephone call, the Transfer feature allows you to send that call from your telephone to any other internal line or, if your call permissions allow, to an outside line. To view your permissions, log in to **NBX NetSet > User Information > Call Permissions**. Your administrator can change your call permissions.

Announced (Screened) Transfer   Before you complete a transfer, you can announce to the recipient that you are transferring a call. The recipient can then decide whether to take the call. To announce a transfer:

1 While on a call, press the **Xfer** (Transfer) button. The system places the call on hold and selects a new line.

2 Dial the extension number to which you want to transfer the call.

3 When the recipient answers, announce the call.

■ If the recipient wants to take the call, press the **Xfer** button again to complete the transfer. Hang up the handset.

■ If you are on a 3Com Cordless Telephone and the recipient does not want to take the call, retrieve it by pressing the System Appearance button on which the call originated.

> *Your administrator can disable Announced Transfers (by enabling the One Button Transfer feature) for the entire NBX system. When that setting is enabled, every time that you transfer a call, the call is transferred as soon as you dial the extension — without waiting for you to announce the call.*

Blind Transfer In a blind transfer, you transfer the call without notifying the recipient:

1 While on a call, press the **Xfer** button. The system places the call on hold and selects a new line.

2 Dial the number to which you want to transfer the call.

3 As soon as you hear a full ring, press the **Xfer** button and hang up.

| **i** | *If you press the **Xfer** button too soon after you dial the number, the transfer might not occur.)* |

Direct Mail Transfer You can transfer a call directly into another user's voice mailbox. The call does not ring on that user's telephone.

| **i** | *Calls transferred to a user's mailbox by means of Direct Mail Transfer are always directed into that user's voice mailbox, even if the recipient has specified a different call coverage point.* |

On a 3Com Cordless Telephone:

1 While you are on a call, press **Feature + 441**.

2 Dial the voice mail extension to which you want to transfer the call.

3 Hang up the handset.

Establishing a Conference Call Using Feature Codes You can establish a Conference Call with up to four parties, including yourself. You must be using a telephone on the NBX system to establish the call. The other three parties can be any combination of internal and external parties.

From a 3Com Cordless Telephone, follow these steps:

1 Dial a call, or receive a call from someone else. Two parties are now on the call.

2 While on the call, press **Feature + 430**. The system selects a new line and places the first party on hold.

3 Dial a call to an internal or external third party.

■ For an *announced* conference, wait for the third party to answer the call, and then press **Feature + 430** again.

Until you press **Feature + 430** the second time, the second party remains on hold, and you may converse with the third party privately.

■ For a *blind* conference, press **Feature + 430** immediately after you dial the number. You return to the conference, and you and the second party hear the third party's telephone ringing.

If the third party answers, three parties are now in the conference call.

i > *If the third party is internal and does not answer, the attempt to conference that party is cancelled. You cannot establish a conference call with an NBX user's voice mailbox.*

4 Repeat steps 2 and 3 to conference in a fourth party.

For details about the Mute features, see "Telephone Buttons and Controls" in Chapter 2.

Disconnecting the Last Person That You Called   Use the Conference Drop feature to disconnect the last person that you add to a conference call. This feature is helpful if, when you add a party, your call is answered by someone else.

i >
■ *Only the person who added the last caller to the conference call can drop that caller.*

■ *Your administrator can configure any Access button on the Attendant Console associated with your Cordless telephone to be a* **Conference Drop** *button.*

On a 3Com Cordless Telephone, or a telephone that does not have a button programmed for Conference Drop:

1 While on the conference call, press **Feature + 431**.

2 The system returns you to the others who are in the conference call.

More About Conference Calls

- To place your part of a conference call on hold, press the **Hold** button. The other parties can talk among themselves, but they cannot hear you. Music on Hold does not play when a conference call is on hold.

- To transfer a conference call to another telephone, press the **Xfer** button. Dial the number to which you want to transfer the call, announce to the recipient (optionally) that you are transferring a conference call, and then press the **Xfer** button again.

  - All of the conferenced parties are transferred except yourself.

  - Your ability to drop the last person that you added to the conference is transferred to the person who accepts the transfer.

5

PERSONALIZING YOUR TELEPHONE

Your NBX® Networked Telephony System has many features that can make your telephone easier to use. This chapter describes:

- Guidelines About Features on 3Com Telephones
- Ringer Tones
- Speed Dials
- Off-Site Notification
- Do Not Disturb
- Preventing Unauthorized Use of Your Telephone
- Class of Service Override
- Using a Headset

> **i** *For information on how to set up your NBX NetSet™ utility password for the first time, see Chapter 1.*

> **i** *If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of these instructions.*

Guidelines About Features on 3Com Telephones

- If your telephone does not have a button programmed for **Feature**, ask your administrator to program one.
- Because your administrator determines whether some of the features that are described in this chapter are available for your telephone or for the entire system, some of these features might not be available to you.

Ringer Tones

To help you to distinguish the ring tone of your 3Com Cordless Telephone from the sound of other phones, use the handset controls described in Chapter 2. You can also use the NBX NetSet utility to turn this ring tone on or to choose Silent Ring to disable audible ringing.

To turn the ring tone on and off using the NBX NetSet utility:

1 Verify that your computer has a sound device (a USB headset or a sound card with either headphones or speakers).

2 Log in to **NBX NetSet > Ringer Tones**.

3 From the **Ringer Tone Setting** pull-down list, select **Ring** or **Silent Ring**.

4 Click **Apply**.

Speed Dials

This section describes the types of speed dials on an NBX system:

- Personal
- System-wide
- One-Touch

It also describes how you can print a list of speed dials and a set of labels for your telephone, showing which of your buttons are mapped to features and speed dial numbers.

Personal Speed Dials

You can create a list of up to 99 personal speed dials (using ID numbers 601 through 699) for your telephone. These speed dials are available only from the telephone for which they were created.

You create, view, and print your personal speed dial list using the NBX NetSet utility.

To assign or change a personal speed dial number:

1 Select **NBX NetSet > Speed Dials > Personal**.

2 In the **Personal Speed Dials** box, select an unassigned speed dial ID number, or select the speed dial ID number for which you want to change the speed dial number.

3 In the **Destination Number** text box, type the telephone number that you want the system to dial when you use that ID number.

Include all of the prefix numbers that you would normally dial, such as a **9** or **8** or **1** to access an outside line, and, if necessary, the country code or area code.

4 In the **Account Code** box, type an account code if it is required or useful for calls to this destination. See "Account (Billing) Codes" in Chapter 6 for more information about account codes.

5 In the **Comment** text box, type a brief description, usually a name, that corresponds to the number.

6 After you have made all of your changes to the personal speed dials, click **Apply**, and then click **Close**.

To use a personal speed dial:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature** plus the 3-digit personal speed dial code for the number that you want to call.

> **i** *If you dial a speed dial code that has no number assigned to it, the display panel on your telephone shows the message* **No number stored***.*

System-wide Speed Dials The administrator can set up to 100 system-wide speed dials (using ID numbers 700 through 799) for numbers that are dialed frequently by many internal users. You can view the system-wide speed dial list through the NBX NetSet utility.

You can ask the administrator to map a system-wide speed dial ID number to one of the Access buttons on your telephone. See "Special Case: One-Touch Speed Dials" next.

To use a system-wide speed dial:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature** plus the 3-digit system-wide speed dial code for the number that you want to call.

> **i** *If you dial a speed dial code that has no number assigned to it, the display panel on your telephone shows the message* **No number stored***.*

Special Case: One-Touch Speed Dials

One-Touch speed dials use one the telephone's Programmable Access buttons.

Use either the One-Touch or the Personal speed dial screen to assign or change the One-Touch speed dial numbers on your telephone. If you make a change in one screen, it appears in the other screen. See "Personal Speed Dials" or follow these steps for the One-Touch screen.

To add or change a One-Touch speed dial on an available Access button:

1 Log in to **NBX NetSet > Speed Dials > One Touch.**

2 Any box that has an asterisk in the margin beside it is available for a personal or system-wide speed dial. In any of the asterisked text boxes under **Number**, type the telephone number to which you want to assign a speed dial button. Or change the telephone number in a box that already has a speed dial number.

Include all of the prefix numbers that you would normally dial, such as a **9** or **8** or **1** to access an outside line, and, if necessary, the country code or area code. (The complete number string can be longer than the box.)

$\mathbf{i}$ > *To include an account code in a one-touch speed-dial number, enter the feature code, account code, and **#** before the telephone number.* ***Example:*** *[888]1234#9785551212. Do not use spaces, hyphens, commas, or nonnumeric characters other than **#** or an opening or closing bracket* ***[   ].***

3 In the **Description** text box, type a brief description, usually a name that corresponds to the number.

4 After you have made all of your changes to the One-Touch speed dials, click **Apply**, and then click **OK**.

If you make a change in this screen, the change also appears in the Personal Speed Dials screen. See "Personal Speed Dials" earlier in this chapter.

Printing Speed Dial Lists

You may find it useful to have a paper list of personal or system speed dials. You can also create paper labels for your telephone.

To print a list of speed dials:

1 Log in to **NBX NetSet > Speed Dials > Personal** or **System-wide**.

2 Click

3 A list appears with all of the personal or system-wide speed dial numbers that are allocated to your telephone.

4 Click **Print** to print the list.

Printing Labels You can print labels that identify the numbers and features that are assigned to Access buttons on your telephone using the LabelMaker in the NBX NetSet utility or on the *NBX Resource Pack CD.*

To print labels for your telephone:

1 Log in to **NBX NetSet > Speed Dials.**

2 Click **Telephone Labels.** Save the file to your PC's hard disk and double-click the icon to start the LabelMaker program.

3 Find the page in the LabelMaker that has labels for your telephone.

4 Edit the label template by clicking any of the label text boxes to highlight the existing text, and then typing new text.

5 Press **Tab** to move to the next text field in the label.

6 Click the **Print** button at the top of the LabelMaker screen to open the Print dialog. Be sure to specify which page you want to print. Typically, the default is to print all pages.

7 Click **Print.**

8 Cut out the labels and put them in the label holders of your 3Com Telephone.

9 To save the edited LabelMaker, click the **Save** button at the top of the LabelMaker screen. Or you can click **File** > **Save As** to save the LabelMaker to a new location.

To reuse your saved LabelMaker, you must run the file that you saved to your computer. If you download the LabelMaker from the NBX NetSet utility again, you get the default version, and the download might overwrite your saved LabelMaker. To create a Windows Desktop shortcut to your saved LabelMaker, right-click the saved file and then click ***Send To > Desktop (create shortcut)****.*

Off-Site Notification

When you enable off-site notification, the NBX Messaging system notifies you that you have received voice mail. You can then retrieve your messages. Off-site notification consists of one cycle of up to five attempts to reach you, one attempt for each Attempt row that you configure in the Off-Site Notification screen.

i *If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of these instructions.*

To configure off-site notification for your NBX voice mailbox:

1 In **NBX NetSet > NBX Messaging > Off-Site Notification,** look for the System and Group columns in the upper right corner. If the columns show "Yes," your system administrator has enabled off-site notification for the NBX system and for the Class of Service group to which your telephone belongs. If "No," ask to have these features enabled.

2 Check **Enabled.**

3 If you want to be notified only about urgent voice mail messages, also check **Urgent Messages Only.**

4 In the first **Attempt** row, in the **Method** drop-down list, select **Pager, VoiceMail,** or **EMail**

i *The cycle of notice behaviors differs depending on the method that you specify for the **first** attempt. See "Notice Behaviors" later in this chapter.*

5 In the **Number/Address** field:

- If you selected **Pager** for **Method** in step 4:

  - Enter a pager number. Do not use parentheses, hyphens, or spaces. Ask your administrator if you need to include the area code and any other digits that your system needs to dial an outside number, such as 9, 8, 1, or 0. After you receive the pager message, you call in to your voice mailbox to listen to your messages.

  - In the **Numeric Page** field, indicate what you want the pager to display. Enter a series of digits, such as your telephone extension number.

- If you selected **VoiceMail** for **Method** in step 4:

  - Enter the telephone number at which you want to be notified. Do not use parentheses, hyphens, or spaces. Ask your administrator if you need to include the area code and all other digits that your system needs to dial an outside number, such as 9, 8, 1, or 0.

    When you choose to be notified by voice mail, the NBX system calls the number that you enter in this field. When you answer the call, the system announces the new voice message and allows you to follow the prompts to access your voice mailbox and listen to and delete any of your messages.

- If you selected **EMail** for **Method** in step 4:

  - Enter the e-mail address at which you want to be notified. You can use different e-mail addresses for different Attempts.

    When you choose to be notified by e-mail message, the NBX system sends you an e-mail message for each voice mail message that you receive. The voice message may be attached to the e-mail message as a WAV file. See the tables in <u>"Notice Behaviors"</u> later in this section.

    You can listen to the messages using your PC sound device (a USB headset or a sound card with either speakers or headphones).

> *If you delete the e-mail notice with its attached WAV file after you listen to the message, you delete only the copy. The original voice mail message remains in your NBX voice mailbox. You must log in to the NBX voice mail system by telephone or through the NBX NetSet utility to delete your messages.*

6 From the **Interval** drop-down list box, select the number of minutes that you want the system to wait after each attempt before it moves to the next attempt.

> *The "best" time interval depends on the Attempt method that you choose. For instance, allow sufficient time after a Pager notification for the usual delay at your pager supplier.*

7 Click **Apply.**

8 Repeat steps 4 through 7 to set up additional attempts if you want.

> *The cycle of notice behaviors differs depending on the method that you select for the **first** attempt. See <u>"Notice Behaviors"</u> at the end of this section.*

9 You do not need to configure every Attempt row. When you have configured all of the Attempt rows that you want, click **OK.** The NBX Messaging tab appears.

10 Test your off-site notification settings by leaving yourself a voice mail message.

Additional Notes

- You can use the same notification method for all five attempts, or any combination of methods.

- If your voice mailbox is full and someone tries to leave you a voice mail message, the NBX system does not send you an e-mail notification.

- When you activate the **Telephone Locking** feature on your telephone, the NBX system sends you off-site notification messages only if the notification number (for example, your pager number) is a toll-free telephone number. See "Telephone Locking" later in this chapter.

Notice Behaviors

These tables explain how the cycle of notice behaviors depends on the method that you select for the **first** attempt. See the definitions as well as the next section, "Resetting the Off-Site Notification Cycle".

■ **If you specify EMail for the first attempt:**

Attempt	Method	Notice Behavior
1	**E-mail**	■ You receive an e-mail notice **for each voice message.**
		■ Each e-mail notice contains information about the voice message (like time of receipt and the number that called), and the voice message is attached as a WAV file.
and then you configure attempt:		
2 through 5 as	**E-mail**	■ You receive an additional e-mail notice **for each voice message.**
		■ The second e-mail notice contains no information about the voice message (like time of receipt and the number that called) and no WAV file attachment.
2 through 5 as	**Pager**	■ You receive a pager call **for each voice message.**
2 through 5 as	**VoiceMail**	■ You receive a telephone call **for each voice message.** Follow the prompts to log in and listen to messages, or log in to the NBX NetSet utility.

■ **If you specify Pager or VoiceMail for the first attempt:**

Attempt	Method	Effect
1	**Pager or Voice Mail**	■ You receive a telephone call or pager call **for only the first new voice message.***
and then you configure attempt:		
2 through 5 as	**E-mail**	■ You receive an e-mail notice **for only the first new voice mail message.*** The e-mail notice contains no information about the voice message (like time of receipt and number that called) and no WAV file attachment.
2 through 5 as	**Pager**	■ You receive a pager call for **only the first new voice message.***
2 through 5 as	**Voice Mail**	■ You receive a telephone call for **only the first new voice message.***

***First new message** means the first voice mail message that arrived at your mailbox since the last time that you logged in to your voice mailbox through a telephone or through the NBX NetSet utility. Logging in restarts the cycle.

Resetting the Off-Site Notification Cycle

When you log in to your voice mailbox and hang up or log out (regardless of whether you listen to or delete messages), you start the off-site notification cycle again. You are notified about the next message that comes into your voice mailbox.

Managing Off-site Notification Using the Telephone

To manage your off-site notification settings directly through the telephone:

1 Log in to your voice mailbox at your telephone or remotely.

2 Press **9**.

3 Press **4**, select one of these options, and follow the prompts:

Button	Description
1	Enable off-site notification.
2	Disable off-site notification.
3	Change off-site notification settings.
4	Review current off-site notification settings.
*	Return to the main menu.

Do Not Disturb

When the Do Not Disturb feature is in effect, calls coming in to your telephone immediately go to your default call coverage point without ringing. You set the default call coverage point by logging in to *NBX NetSet > User Information > Call Forward Default*. See "Forwarding Incoming Calls" in Chapter 4.

i *If Call Forward All is in effect, it overrides Do Not Disturb. Calls go to the call coverage point defined for Call Forward All in* **NBX NetSet > User Information > Call Forward Override***.*

You can ask your administrator to map the Do Not Disturb feature to an available Access button on your 3Com Telephone, or you can use the Feature Code to enable and disable the feature.

When Do Not Disturb is in effect:

- It overrides Call Forward No Answer, Call Forward Busy, and FWD MAIL.

- Your telephone does not ring when it receives an incoming call.

- You can use the telephone to dial outgoing calls.

- You can use the telephone to dial internal and external pages.

- If your telephone is part of a call pickup group, no other telephone in the pickup group can retrieve a call that comes directly in to your telephone. The incoming call goes immediately to the call coverage point (voice mail, auto attendant, or other extension).

- If your telephone is part of an ACD group, a hunt group, or a calling group, incoming calls to the group ring on your telephone. Calls coming in directly to your telephone (not directed to the group) do not ring on your telephone. To prevent every call from ringing, you must enable Do Not Disturb and *also* log out of the group.

To enable and disable Do Not Disturb using the feature code:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 446**.

4 Hang up. Your telephone is now in Do Not Disturb mode. The display panel on a 3Com Cordless Telephone shows **DO NOT DISTURB** when the phone is in AutoStandby mode.

5 To disable Do Not Disturb mode, repeat the above steps. The **DO NOT DISTURB** message disappears from the display panel.

> **i** *To view your current Do Not Disturb setting even if you do not have a 3Com Telephone or if you are away from your desk, log in to NBX NetSet > User Information > Feature Settings.*

| **Preventing Unauthorized Use of Your Telephone** | To prevent others from dialing long-distance or other unauthorized calls from your telephone permanently, ask your administrator to adjust the call permissions schedule for your extension, or you can adjust it temporarily with the **Telephone Locking** feature. |

Telephone Locking   To enable and disable the Locking feature using the feature code:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 432.** The display panel on a 3Com Telephone prompts you to enter your password.

4 Enter your password **+ #** and hang up.

Your telephone is now locked. The display panel shows the `Locked` message.

5 To turn off this feature, repeat the above steps.The `Locked` message disappears.

Additional Notes

■ When Telephone Locking is activated, a person using your telephone can dial only toll-free calls, calls to emergency services (such as 911 in the United States), or calls to telephone numbers that have been programmed in your system as "internal" calls.

■ Even when Telephone Locking is active on your telephone, your off-site notification choices remain in effect. That is, notification of voice mail messages is sent to the outside telephone numbers or paging numbers that you have specified in **NBX NetSet > NBX Messaging > Off-Site Notification,** even if these numbers are not toll-free.

■ To view your current Telephone Lock setting, log in to **NBX NetSet > User Information > Feature Settings.**

Call Permissions   Your administrator establishes Call Permissions to control the types of calls that can be dialed from your telephone. The administrator can configure these permissions to change depending on the time of day. For example, your administrator can prevent long-distance calls from being dialed from your telephone outside of business hours. To view your current call permissions, log in to **NBX NetSet > User Information > Call Permissions**.

Class of Service Override   The **Class of Service Override** feature allows you to apply the features of your own 3Com Telephone temporarily to another 3Com Telephone on the same local network.

Example:

■ The telephone in your organization's conference room is configured so that long-distance telephone calls cannot be dialed from it. You may, however, need to place a long-distance call during a meeting. Using the Class of Service Override feature, you can apply the features of your own telephone to the conference room telephone **for one call only** and dial the call, assuming that your Call Permissions allow you to make long-distance calls from your own telephone.

> **i** *If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of these instructions.*

To activate the one-call-only Class of Service Override from any 3Com Telephone:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 433**.

4 Dial your telephone extension.

5 Dial your voice mailbox password and press **#**.

6 When you hear the dial tone, you can dial the call in the same way that you do from your own 3Com Telephone.

> **i** *When you use Class of Service (CoS) Override, any reports that are generated on the NBX system indicate that the CoS features of your own 3Com Telephone were applied temporarily to the telephone on which you made the call.*

Using a Headset   You can use a headset that has a microphone with any telephone on an NBX system.

> **i** *You may need to modify some of these instructions for some headsets or amplifiers. See the instructions that come with your equipment.*

To prepare a headset for calls:

1 Assemble the headset following the instructions provided.

2 Insert the cord for the headset into the receptacle on the telephone.

3 Put on the headset.

4 Set the telephone handset on your desk or attach it to your belt using the supplied clip.

The headset does not change the way you place, receive, and end calls with the 3Com Cordless Telephone.

To switch from a headset call to a handset call, remove the headset cord from the receptacle on the telephone and use the handset as usual.

6

GETTING MORE FROM YOUR TELEPHONE SYSTEM

This chapter covers these topics:

If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of the instructions in this chapter.

For information on how to set up your NBX NetSet™ utility password the first time, see [Chapter 1](#).

Listening to Your Messages in Your E-mail

You can listen to your voice mail from any computer that allows you to access your e-mail. Your e-mail software application must be IMAP-4 compliant, such as Microsoft Outlook. See your administrator for assistance with this feature.

If you configure your first off-site notification method to send you an e-mail message when you have voice messages, the NBX system sends each voice mail message as a sound-file attachment to an e-mail message. To listen to your messages using your computer, it must have a sound device such as a USB headset or a sound card with either speakers or headphones.

When you delete the e-mail message that contains the attached voice message, you are not deleting the voice message on the NBX system. To delete voice messages from the NBX system, you must access your voice mailbox through the telephone or the NBX NetSet utility.

See "Off-Site Notification" in Chapter 5 for a discussion of off-site notification behavior.

Account (Billing) Codes

Account Codes allow your administrator to track calls that are associated with an individual client or account. When you dial a call or when you answer your telephone, you dial a numeric account code that allows the NBX system to track time spent on the telephone with a client, perhaps to be associated with a billable account.

You may be forced to enter an account code for outgoing external calls. See **NetSet > Personal Settings > User Information > Call Permissions** to see if you are forced to enter an account code. See **NetSet > Personal Settings > Account Codes** for a list of public account codes.

To enter an account code for an outgoing external call:

1 Dial the phone number. You hear a feature tone if an account code is required.

2 Press the **#** key.

3 Dial the account code that has been assigned by your administrator, and then press the **#** key.

The NBX system records the account code and completes the call. The account name, if known, displays. If the account code is incorrect, you are prompted to enter it again.

To enter an account code at any time before or during an incoming or outgoing call:

1 Press **Feature + 888**.

2 Dial the account code that has been assigned by your administrator, and then press the **#** key.

The NBX system records the account code and applies it to:

- The next call, if you activate the Account Codes feature before a call arrives at your telephone

- The current call, if you activate the Account Codes feature during a call

Caller ID

Your administrator can set up your NBX system to allow for Internal and External Caller ID or can configure the system so that you can block your identity (telephone number) from anyone you call.

Internal and External Caller ID

By default, the NBX system shows the extension and name of any internal caller on the display panel of your 3Com Telephone.

External Caller ID provides the same information for external incoming calls if your organization subscribes to the service from your local telephone company and if the caller has not blocked the information from being sent to the NBX system.

Availability and service charges for External Caller ID vary by location.

Calling Line Identity Restriction (CLIR)   On certain NBX systems, if your administrator has set up the system so that you can block your Caller ID (telephone number), you can choose to *not* transmit this information during an external call. Your administrator must enable this feature, called Calling Line Identity Restriction (CLIR), on the NBX system. If this feature is enabled system-wide, you can choose to restrict calls:

- For all external (outbound) calls that you dial

   OR

- For only the next single external (outbound) call that you dial

> **i** *Your administrator can configure your system so that CLIR is always active, in which case you cannot change the CLIR settings on your telephone to override this option.*

CLIR for All External Calls

To enable CLIR-All for all calls from your 3Com Cordless Telephone:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 889**. The display panel on your 3Com Cordless Telephone shows `CLIR-ALL on`.

4 Dial the number that you want to call.

The NBX system does not send caller ID information on this call or any future calls until you disable this feature.

To disable CLIR-All:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 889** again. `CLIR-ALL off` appears briefly in the display panel and then disappears when you hang up the handset.

To view your current CLIR-All setting, log in to **NBX NetSet > User Information > Feature Settings.**

CLIR for Next External Call Only

To enable CLIR for only the next call from your telephone:

1 Remove the handset from the charging unit.

2 Press **Feature + 890**. The telephone display panel shows `CLIR-NEXT on`.

3 Dial the number that you want to call.

4 When you disconnect the call, the CLIR feature is no longer in effect. `CLIR-NEXT on` disappears from the display panel.

If you hang up the handset without making a call, the CLIR-NEXT feature remains active and applies to the next external call that you make. If you are unsure about whether CLIR-NEXT is active, remove the handset from the charging unit, press **Feature + 890,** and read the status message in the display panel of your telephone.

Call Pickup

Use the Call Pickup feature to answer a call that is ringing on another telephone. This feature is best arranged in advance when you and another user know that it would be convenient or necessary to answer calls ringing on that user's telephone.

You can answer a call that is ringing on another telephone only if you and that user both are members of the same Call Pickup group or if that user is a member of a Call Pickup group that allows "nonmember pickup." Your administrator configures call pickup groups and can tell you which group you belong to.

To view the list of Call Pickup groups of which you are a member:

1 Log in to **NBX NetSet > User Information > Call Pickup**.

2 Select the group number that you want to view from the **Group List**, and click **Details** to list the members of that group.

Directed Call Pickup on a Specific Telephone

You can answer a call that is ringing on a specific user's telephone.

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 455** and enter the user's extension. The call is directed to your telephone.

Group Call Pickup   You can answer a call that is ringing on a group member's telephone.

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature + 456** and enter the group extension number. **Example: 501**. The call is directed to your telephone.

Automatic Call Distribution Groups, Hunt Groups, and Calling Groups

Your administrator can establish formal and informal call centers so that incoming calls can be directed to several telephones that have been associated into automatic call distribution groups, hunt groups, or calling groups.

A *call center* is a general term that refers to any system that accepts incoming calls to a site and ensures that those calls are sent to the proper destination within the site. The call center can be used, for example, as a help desk, a reservations counter, an information hotline, or a customer service center.

If you do not answer, calls that come in to your telephone:

■ Through your extension go to the call coverage point that you have set up.

■ Through automatic call distribution groups, hunt groups, and calling groups follow the call coverage path set up by the administrator for that group.

Automatic Call Distribution

Automatic Call Distribution (ACD) distributes calls to agents and queues the calls that have not been answered before a predetermined time expires. The ACD also manages prerecorded announcements to callers, manages individual ACD agents and groups of agents, and provides database reports on both calls and agents.

Calls coming into ACD are distributed according to rules configured by the administrator. An agent becomes available to receive ACD calls by logging in to the ACD group.

To log in to a ACD group using your 3Com Telephone:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature +** the feature code for the ACD group. Your administrator can tell you which feature code to use.

4 Dial the ACD group password. Your administrator can tell you which password to use.

5 Press **#** and hang up.

To log out of an ACD group using your 3Com Telephone:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature +** the feature code for the ACD group.

4 Dial the ACD group password.

5 Press **#** and hang up.

> *Your administrator can configure an ACD group to an Access button. To log in to or to log out of the ACD group, press the specified Access button. The button lights to show that you are logged in.*

To log in to an ACD group using the NBX NetSet utility:

1 Log in to **NBX NetSet > User Information > ACD Groups**.

2 Select the ACD group to log in to.

3 Click **Log In**, and then click **Close**.

> *If you log in to an ACD group and do not answer a call when it rings on your telephone, the system may log you out of the group depending on how the administrator has configured the group.*

To log out of an ACD group using the NBX NetSet utility:

1 Log in to **NBX NetSet > User Information > ACD Groups**.

2 Select the ACD group to log out of.

3 Click **Log Out,** and then click **Close**.

Viewing ACD User Status

The *ACD Groups – Status* display in the NBX NetSet utility shows each ACD group that you are a member of. Click each column heading to arrange the information in ascending or descending order.

- **Ext.** — Shows the extension number of the ACD group.
- **ACD Group Name** — Shows the name of the ACD group.

- **Queue** — Shows the number of calls to this ACD group currently in the queue.
- **Answered** — Shows the number of calls that have been answered by this ACD group since NBX system startup.
- **Status** — Shows whether you are currently logged in or out of the ACD group.
- **State** — Shows whether your extension has been locked in to the ACD group. If your extension has been locked into the ACD group, only the administrator can log you out. If your extension is not locked into the ACD group, you can log yourself out.

You can also perform the following actions:

- **Select All** — Select for an action all ACD groups of which you are a member.
- **Log In** — Log in to the selected ACD group (or groups).
- **Log Out** — Log out from the selected ACD group (or groups).
- **Detail** — Opens the *ACD Groups* screen, which provides information about a selected group.

Viewing ACD Group Status Details

The *ACD Groups – Status Details* display in the NBX NetSet utility shows more detailed information about the agents of this ACD group. Click each column heading to arrange the information in ascending or descending order.

- **Ext.** — Shows the extension number of each agent in the group
- **First Name** — Shows the first name of each agent
- **Last Name** — Shows the last name of each agent
- **Rank** — Shows the order in which calls are routed to agents in the group
- **Status** — Shows whether each agent is currently logged in or out of the ACD group
- **State** — Shows which agents' extensions have been locked in to the ACD group

Hunt Groups Incoming calls ring to one member of the hunt group. If that member's telephone is in use, or if that member does not answer the call, the system "hunts" for another member of the group until the call is answered or is forwarded to the group call coverage point. For example, if there are no available members of the hunt group, the call might be forwarded to a group mailbox or to the receptionist.

Figure 5 shows the path of a call coming into a hunt group.

Figure 5 Sample Hunt Group Configuration
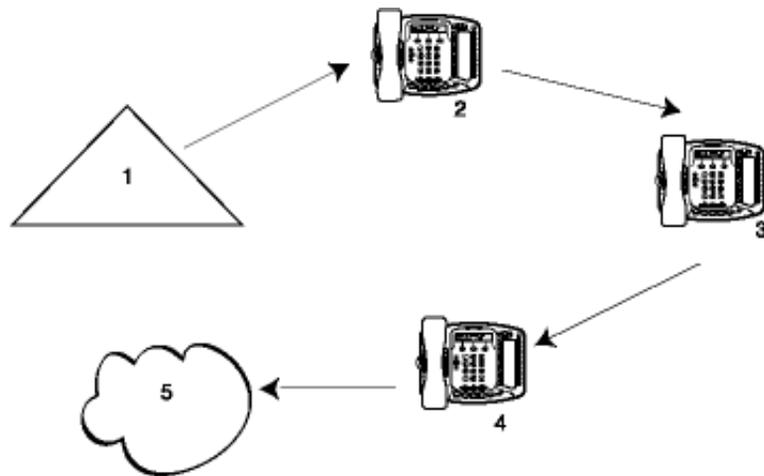
1 Incoming Telephone Call
2 Telephone #1
3 Telephone #2
4 Telephone #3
5 Group Voice Mailbox

Hunt groups can be static or dynamic:

- If you are in a *static* hunt group, you are always part of that group along with the other group members.
- If you are in a *dynamic* hunt group, you must log in to the group to be part of it.

To log in to a dynamic hunt group using your 3Com Cordless Telephone:

1 Remove the handset from the charging unit.
2 Press the **Talk** button.

3 Press **Feature +** the feature code for the hunt group. Your administrator can tell you which feature code to use.

4 Dial the hunt group password. Your administrator can tell you which password to use.

5 Press **#**.

To log out of a dynamic hunt group using your 3Com Cordless Telephone:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Press **Feature +** the feature code for the hunt group. Your administrator can tell you which feature code to use.

4 Dial the hunt group password. Your administrator can tell you which password to use.

5 Hang up the telephone.

i *Your administrator can configure a hunt group to an Access button. To log in to or to log out of the hunt group, press the specified Access button. The button lights to show that you are logged in.*

To log in to a dynamic hunt group using the NBX NetSet utility:

1 Log in to **NBX NetSet > Hunt Groups**.

2 Select the hunt group to which you want to log in.

3 Click **Log In**, and then click **Close**.

i *If you log in to a dynamic hunt group and do not answer a call when it rings on your telephone, the system may log you out of the group depending on how the administrator has configured the group.*

To log out of a dynamic hunt group using the NBX NetSet utility:

1 Log in to **NBX NetSet > Hunt Groups**.

2 Select the hunt group from which you want to log out.

3 Click **Log Out**, and then click **Close**.

To log in to all hunt groups of which you are a member:

1 Log in to **NBX NetSet > Hunt Groups**.

2 Click the **Login all** button.

To log out of all hunt groups of which you are a member:

1 Log in to **NBX NetSet > Hunt Groups**.

2 Click the **Logout all** button.

Calling Groups One type of hunt group is the **Calling Group**. Calling groups allow an incoming call to ring simultaneously on all telephones in a group, for example, a customer service group. To log in to or out of a calling group, follow the steps in "Hunt Groups" earlier in this chapter. Figure 6 shows the path of a call coming in to a calling group.

Figure 6 Sample Calling Group Configuration
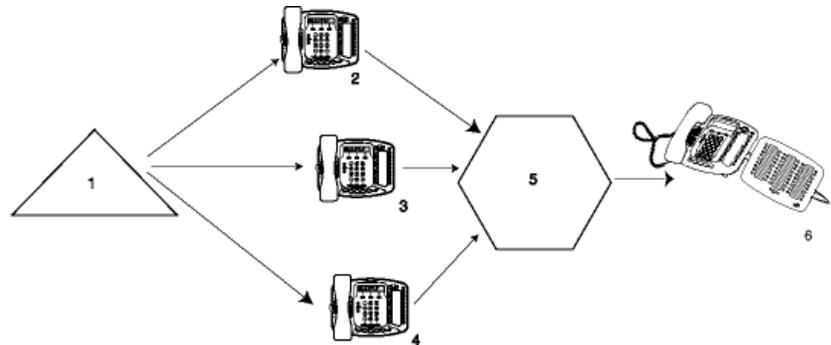
1 Incoming Telephone Call

2 Telephone #1

3 Telephone #2

4 Telephone #3

5 After a specified number of rings with no answer

6 Receptionist

Group Membership To view the list of users that belong to a group:

1 In **NBX NetSet > User Information > Hunt Group**, select a group.

2 Click **Details.**

Call Park

Use Call Park to place a call in a "holding pattern" and make it available for another person to pick up from any telephone on the system. Use the internal paging feature, the external paging feature, or both, to announce the call. The recipient can retrieve the call from any 3Com Telephone or analog telephone by dialing the Call Park extension that you give during your announcement.

This feature is useful in any of these circumstances:

- The recipient is elsewhere in the building.
- You want to continue a call on another telephone, for instance, in a conference room for privacy, and transferring the call does not give you enough time to retrieve it.

When you park a call, you assign it a Call Park extension, which anyone can use to retrieve it. Table 9 lists the default Call Park extension numbers. Ask your administrator to verify the Call Park extensions for your location.

Table 9   Default Call Park Extension Numbers

System	Default Extension Numbers
4-digit dial plan	6000 – 6099
3-digit dial plan	601 – 609

If the call is not answered within 5 minutes (default) after it is parked, it rings again at the original telephone. Your administrator can modify the length of this waiting period.

To park a call:

1 While you are on a call, press **Feature + 444**.

2 Dial a Call Park extension from the list shown in Table 9 or the list of extensions at your location.

If you select a Call Park extension that is already in use, **Park xtn in use** appears on the display panel on your 3Com Cordless Telephone, and the call rings back to your telephone. Try another Call Park extension.

3 To notify another user about the parked call:

- Select a System Appearance button that is assigned for placing telephone calls, and dial the user's extension, or use the paging feature. See "Paging" next for details.

To retrieve a parked call:

1 Remove the handset from the charging unit and press the **Talk** button.

2 Dial the Call Park extension that was assigned to the call.

Paging

Paging is the general term used to describe the act of broadcasting a voice message through audio speakers.

i *3Com Cordless Telephones do not have a speaker. You can broadcast pages to other 3Com Telephones on your system that do have speakers. You cannot receive pages or be a member of a zone paging group.*

You can:

■ Page all extensions with speakers on the system

This method uses the default codes in Table 10.

■ Page a subset of all extensions on the system, called a *zone*.

This method uses extensions that the Administrator configures for this purpose.

Each method allows you to broadcast a message to different destinations, depending on your location and equipment.

i *Do not press the **Feature** button before you dial the Paging code.*

Paging the System   When you page the system, you broadcast a message to all internal extensions with speakers, to a Public Address (PA) system, or to both simultaneously. Paging codes, as described in <u>Table 10</u>, have default values for each destination.

Table 10   Paging Codes

Feature	3-digit dial plan (default codes)	4-digit dial plan (default codes)
External Paging	620	6200
Broadcast an announcement over a public address system that has a paging amplifier and speaker system that is connected to your NBX system		
Internal Paging	621	6201
Broadcast an announcement through the speakers on all 3Com Telephones with speakers on your system except those that have been set to Do Not Disturb.		
Simultaneous Paging	622	6202
Broadcast an announcement externally and internally at the same time.		

To page, perform the following steps using your 3Com Telephone:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Dial the appropriate paging code on your system.

4 Speak the broadcast message into your handset.

5 Hang up.

Paging Zones   A page zone is a subset of internal extensions to which you can direct a broadcast using a configured extension. You can page a zone, a P.A. system, or both the zone and the P.A. system simultaneously. Zone extensions are configured by the System Administrator.

To discover the page zone extensions on your system:

1 Log in to **NBX NetSet > Personal Information > User Information > Page Zones**.

The NBX NetSet utility lists the existing page zones and their extension numbers.

2 Click **Details** to list the members of each zone.

i *You can view zone memberships only if the administrator authorizes you to do so.*

To page a zone, a P.A. system, or both, perform the following steps using your 3Com Telephone:

1 Remove the handset from the charging unit.

2 Press the **Talk** button.

3 Dial the appropriate extension to page the zone.

4 Speak the broadcast message into your handset.

5 Hang up.

i *3Com Cordless Telephones, 3Com Entry Telephones, and analog telephones can initiate, but cannot receive, a zone page. For a complete list of devices supported by this feature, see the* NBX Administrator's Guide.

Configurable Operators	The Configurable Operators feature gives a caller who is directed to voice mail the option of going to another destination.
	You can configure your own operators for those who call your extension (if the administrator allows it), and you can also use this feature as a caller to another device.
How Configurable Operators Work	Following is a brief description of how the system directs a caller from your voice mail to operators that you designate:

1 If you do not answer a call, the system invokes your voice mail.

2 The caller listens to your prerecorded voice mail message, which includes the instruction to press an access digit (**0** or **9**), to reach the appropriate operator.

i *When you employ a configurable operator, you must re-record your personal voice mail greeting to tell callers that an operator is available to them if they press the appropriate access digit during the voice mail greeting.*

3 The caller presses **0** or **9**.

4 The call is redirected to the operator that you designated.

The caller can leave a message, and then press **0** or **9**, to transfer to a configured operator.

Configuring the Operators

You can view the operators' settings, and modify those settings if your System Administrator allows it.

The operator's call-handling rules (such as call coverage) may apply to the voice mail caller. Also, you must have external-to-external permissions in order for transfers to external phone numbers to complete successfully.

i *If you or the administrator do not configure operator destinations, the system directs an operator-bound caller to extension 501.*

Viewing Your Operator Permissions

To find out if you have permission to configure operators:

1 Log on to **NetSet > User Information** > **Call Permissions**.

Your current permissions to configure the System Operator and the Personal Operator appear in the **User Information** window.

Configuring the Operator Destinations

To configure your own destinations for System and Personal Operator:

1 Log on to **NetSet > NBX Messaging** > **Personal Operators**.

The current System Operator and Personal Operator extensions and access digits appear. If the administrator has given you the appropriate configuration permissions, the extensions appear in editable text boxes.

2 Edit the destinations to include the appropriate extensions.

The operator destination text string cannot exceed 16 characters.

3 Click **Apply** to make the changes and keep this screen open, or click **OK** to make the changes and close the screen.

i *If you clear an operator destination (using the **Clear** check box), calls directed to that operator are directed instead to the default system operator (extension 501).*

Using Message Waiting Indicator to Telephone	The Message Waiting Indicator (MWI) to Telephone allows a user to light a programmable Access button and leave a call-back number on another telephone. This feature is distinct from voice mail in that the telephone does not ring and there is no voice mail message. **Example:** A principal can use this feature to notify a teacher, without interrupting the class, to call the office as soon as possible.

> *3Com Cordless Telephones allow you to send and cancel MWI messages. The telephones do not support MWI message retrieval or deletion.*

Sending an MWI Message	You can send an MWI message to any telephone on your NBX system that has an MWI Retrieve button enabled. Sending an MWI message turns on the light on the target telephone if it is not already lit, and leaves your telephone number as a callback number.

> *You use feature codes, or your administrator can configure Access buttons on your telephone, to send and cancel MWI messages.*

You cannot send an MWI message to:

- Telephones that are not enabled or that have reached their MWI message limit (30)
- Remote NBX systems over external line
- Calling Groups, Hunt Groups, or ACD Groups

To send an MWI message:

1 Pick up the handset.

2 Press the **Talk** button.

3 Press **Feature + 412** or press the MWI to Ph Send button. The display panel on your 3Com Telephone shows `Send MWI To:`. The Feature Entry Tone plays.

4 Dial the extension that you want to call and press #.

5 The display panel on your 3Com Telephone shows `Success.` The Confirmation Tone plays.

Cancelling an MWI Message

After you have sent an MWI message, you can cancel it and remove it from the list on the target telephone. If it is the only unattended MWI message on the target telephone, cancelling it turns off the MWI light. You can cancel an MWI message only from the same extension from which you sent the MWI message.

To cancel an MWI message:

1 Pick up the handset.

2 Press **Feature + 413** or press the MWI Cancel button. The display panel on your 3Com Telephone shows `Cancel MWI To:.` The Feature Entry Tone plays.

3 Dial the extension to which you sent the MWI message that you want to cancel and press #.

4 The display panel on your 3Com Telephone shows `Cancel Sent.` The Confirmation Tone plays.

Dialing a Call to a Remote Office	You can dial calls between sites in your organization that are separated geographically but that are linked by a Wide Area Network (WAN) connection. Each site must have an NBX system. Typical configurations are described in the next sections.
Using Unique Extensions	In the sample network shown in Figure 7, everyone in the entire organization has a *unique* telephone extension. Whenever you make a call to an extension that is not located at your own site, your NBX system sets up a connection to the NBX system at the other extension's site.

In this example, to call a user in Dallas, a user in Chicago dials a Dallas extension (3000 through 3999). The dial plan on the Chicago NBX system sets up the necessary connection to the Dallas NBX system and then to the extension at that site.

Figure 7   Using Unique Extensions to Dial Remote Offices
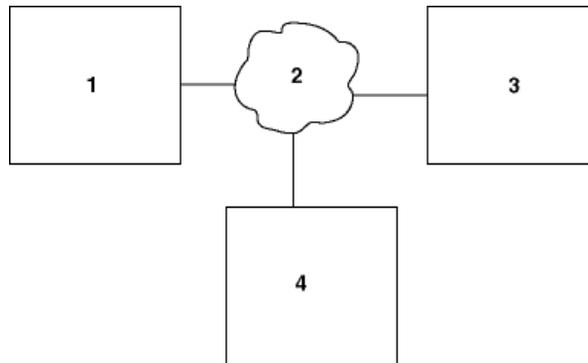
1 NBX System in Chicago
   Extensions: 1000–1999
2 Wide Area Network (WAN)
3 NBX System in Atlanta
   Extensions: 2000–2999
4 NBX System in Dallas
   Extensions: 3000–3999

Using Site Codes   If some users have *overlapping* telephone extensions, your administrator can configure your telephone system to use *site codes* for you to dial people at remote offices. Your administrator chooses the site codes for your system. In this example, you dial a site code first, followed by the extension at the site.

For example, as shown in Figure 8, to call someone in Atlanta, a user in Chicago dials the site code 62 and then the appropriate extension (1000 through 3999). To reach a user in Dallas, a user in Chicago dials 63 and then the appropriate extension (1000 through 3999). The site code prevents conflicts between the remote extension number and a duplicated extension number at the local site (Chicago).

Figure 8   Using Site Codes to Dial Remote Offices
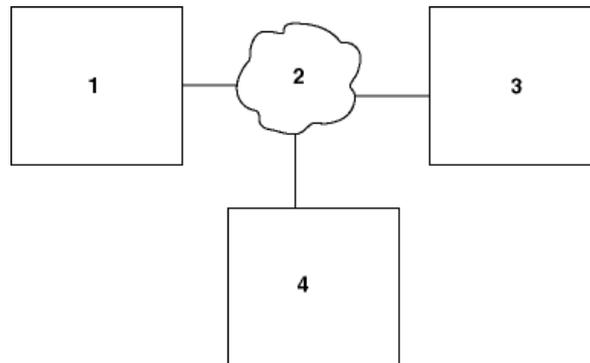
1 NBX System in Chicago
   Extensions: 1000–3999
   Site Code: 61
2 Wide Area Network (WAN)
3 NBX System in Atlanta
   Extensions: 1000–3999
   Site Code: 62
4 NBX System in Dallas
   Extensions: 1000–3999
   Site Code: 63

Bridged Extensions With a bridged extension, buttons and status lights on one telephone are associated with buttons and status lights on another telephone. On the primary telephone, you can perform all operations (such as dialing telephone calls, placing calls on hold, forwarding calls, and so on). On the secondary telephone, you can answer calls that are made to the primary telephone's extension but you cannot make calls using the buttons that are associated with the primary telephone.

The administrator can create bridged extensions to the 3Com Cordless Telephone's third and fourth Access buttons, if an NBX Attendant Console is associated with it. The administrator creates the bridged extensions on the Attendant Console. See "Programmable Access Buttons" in Chapter 2 for more information about Access buttons.

Example:

If an assistant's job is to answer a manager's telephone calls, the administrator can map the manager's extension on the assistant's telephone. The manager's telephone is the primary telephone, and the assistant's telephone is the secondary telephone.

i *Your administrator can map a primary telephone's extension to one or more secondary telephones.*

Using Pulse Dialing In some locations, analog telephone users must dial telephone calls using *pulse* dialing instead of *tone* dialing (also called *Dual Tone Multi Frequency,* or *DTMF*, dialing).

i *Your administrator must configure the Analog Line Card ports for pulse dialing.*

Examples:

- Some of your telephone lines are provided by a telephone company that supports only pulse dialing while other lines are provided by a different telephone company that supports DTMF dialing.
- Your organization's telephone service provider offers low-cost, pulse-dialing-only service.

■ In some situations, you must switch to DTMF dialing during a call. For example, if your call is answered by an automated attendant that requires that you enter information from your telephone keypad, you must typically enter the information using DTMF dialing.

Through a Feature Code

To change from pulse dialing to DTMF during a call:

1 Press the **Talk** button.

2 Press **Feature + 891**.

The telephone's display panel shows the **<** character and your connection is switched from pulse to tone (DTMF) for the remainder of the call. When you hang up, the port you were using on the Analog Line Card reverts to pulse dialing mode.

Through a Mapped Button

Your administrator can map a button on your telephone so that you can press the button to change from pulse dialing to DTMF during a call. When you hang up, the port that you were using on the Analog Line Card reverts to pulse dialing mode.

Through a Personal Speed Dial

You can configure a personal speed dial in the NBX NetSet utility to dial a number in pulse dial mode and then to switch to DTMF. Use the left angle-bracket character (**<**) in the NBX NetSet utility as the command to switch to DTMF mode. You can also include the digits that you want the system to dial after it switches to DTMF. The system dials any digits after the **<** using DTMF tones. When you hang up, the port that you were using on the Analog Line Card reverts to pulse dialing mode.

For additional information about programming speed dials, see "Personal Speed Dials" in Chapter 5.

| **Additional Applications** | These software applications are available on the *NBX Resource Pack CD*: |

These software applications are available on the *NBX Resource Pack CD*:

- NBX Call Reports *
- NBX TAPI Service Provider (NBXTSP)
- NBX Desktop Call Assistant (formerly NBX TAPI Dialer) *
- Complement Attendant Software *
- Palm Dialer
- pcXset Soft Telephone *
- NBX Media Driver

* Applications with a * have been tested with Window XP Home Edition and Windows XP Professional Edition.

7

FEATURE CODES

This chapter describes how to use feature codes with the 3Com Telephones. It covers these topics:

- Feature Codes with 3Com Telephones
- NBX Tones
- Using Feature Codes

Feature Codes with 3Com Telephones

A large number of telephone features are available by pressing the **Feature** button on a 3Com Telephone and entering a three-digit feature code. These feature codes are listed in Table 11.

- If your telephone does not have a button programmed for Feature, ask your administrator to program one.
- Because your administrator determines whether some of the features that are described in this chapter are available for your telephone or for the entire system, some of these features might not be available to you.

3Com Cordless Telephone

Some of the features that are listed in Table 11 are already available in single-purpose buttons on 3Com Cordless Telephones, like **Hold**, **Volume Control**, and **Message** buttons.

For all other NBX features, use the preprogrammed **Feature** button and the feature codes listed in Table 11.

NBX Tones

As you use your 3Com Telephone to receive voice mail and use the feature codes on the NBX system, you hear these tones:

- **Dial Tone** — When you lift the receiver to place a call or begin using one of the features, you hear the normal Dial Tone (except for the circumstance described in the next bulleted item).

- **New Messages Dial Tone** — When your voice mailbox has either new or unsaved messages and you pick up your handset, you hear the New Messages Dial Tone (a repeated short tone, also called the "stutter" tone) until you delete or save every message. Your administrator can turn the New Messages Dial Tone on or off.

- **Feature Entry Tone** — When you lift the handset and press the **Feature** button to begin using one of the features, you hear the Feature Entry Tone, which is a steady sound at a lower pitch than the normal dial tone. You must enter data, for instance a feature code number, your password, or an extension, as specified in Table 11.

- **Confirmation Tone** — After certain steps, as when you add a party to a conference call, you hear a short Confirmation Tone or "beep," which confirms that you have completed the action.

- **Error Tone** — You hear the "fast busy" tone, also called the "congestion" tone, when no circuits are available. In addition, you hear the Error Tone if you make an error such as trying to enter an unsupported feature code, an invalid extension, or an invalid password. Hang up and start the feature code sequence again.

- **Feature Active Tone** — **Example:** You activate one of the "persistent" features, for instance, you lock your telephone, and then hang up. The next time that you remove the handset from the charging unit, you hear the Feature Active Tone. This pair of tones, a sound followed by a higher sound, is repeated to remind you that you have enabled one of these features:

  - Caller ID Restriction — All
  - Do Not Disturb
  - Forward All Calls to Voice Mail (that is, to your call coverage point)
  - Lock or Unlock Your Telephone
  - Call Forward All
  - Call Forward Busy
  - Call Forward No Answer

These features are "persistent," that is, each one remains active until you turn it off, as described in <u>Table 11</u>.

If you forget which of the persistent features you have activated on your telephone, log in to **NBX NetSet > User Information > Feature Settings**. See <u>"The NBX NetSet Utility"</u> in <u>Chapter 1</u> for information on how to log in to the NBX NetSet™ utility.

i ▷ *Exception: If you have activated one or more persistent features **and** your mailbox has messages, you hear the New Messages Dial Tone whenever you remove the handset from the charging unit, until you have deleted all messages.*

Using Feature Codes	Follow these steps to use NBX feature codes:

1 Remove the handset from the charging unit.

2 Press **Feature +** the feature code and any additional values as specified in Table 11.

3 Hang up when your call is complete or you have activated the features that you want.

Table 11   NBX Feature Codes (Alphabetical by Feature or Task)

Feature	Feature Code	See
Account Codes	**F** + 888 + account code + **#** + telephone number	"Account (Billing) Codes" in Chapter 6
ACD, Hunt, and Calling Groups	**F** + feature code for the group + group password + **#**	"Automatic Call Distribution Groups, Hunt Groups, and Calling Groups" in Chapter 6
Call Forward All	**F** + 465	"Forwarding Incoming Calls" in Chapter 4
Call Forward Busy	**F** + 467	"Forwarding Incoming Calls" in Chapter 4
Call Forward No Answer	**F** + 466	"Forwarding Incoming Calls" in Chapter 4
Call Park — Park a Call	**F** + 444 + one of the Call Park extensions for your NBX system	"Call Park" in Chapter 6
Call Pickup — Directed	**F** + 455 + the extension of the ringing telephone	"Call Pickup" in Chapter 6
Call Pickup — Group	**F** + 456 + call pickup group number	"Call Pickup" in Chapter 6
Call Toggle	**F** + 409	Toggles between two calls. To return to the first call, press the button for the line where the first call came in, press **Call Toggle** (2101), or repeat **F** + 409.
Caller ID Restriction (CLIR — All) — On/Off	**F** + 889	"Caller ID" in Chapter 6
Caller ID Restriction (CLIR — Next Call)	**F** + 890	"Caller ID" in Chapter 6
Class of Service Override	**F** + 433 + your own extension + your password + **#** + the outside party's number	"Class of Service Override" in Chapter 5
Conference Call — Add	**F** + 430 + telephone number + **F** + 430	"Establishing a Conference Call Using Feature Codes" in Chapter 4

Table 11 NBX Feature Codes (Alphabetical by Feature or Task)

Feature	Feature Code	See
Conference Call — Drop	**F** + 431	"Establishing a Conference Call Using Feature Codes" in Chapter 4
Direct Mail Transfer	**F** + 441 + other person's extension + hang up	"Direct Mail Transfer" in Chapter 4
Do Not Disturb — On/Off	**F** + 446	"Managing Off-site Notification Using the Telephone" in Chapter 5
Flash	**F** + 260	If your NBX system is connected to a Central Office (CO) by one or more Analog Line Card ports, and if the CO provides a feature such as Call Waiting that requires a flash signal, use this sequence to signal the CO to put the existing call on hold and toggle to the call that is waiting. To return to the first call, repeat **F** + 260.
Forward All Calls to Voice Mail — On/Off	**F** + 440	"Forwarding a Message"in Chapter 3
Hands Free — On/Off	**F** + 100	Set your phone so that internal calls automatically come through your speaker. You answer directly, without lifting the handset. Incoming calls connect with no ring, and the caller can immediately hear you.
Hold	**F** + 402	"Putting a Call On Hold" in Chapter 4.
Lock Your Telephone — On/Off	**F** + 432 + password + **#**	"Preventing Unauthorized Use of Your Telephone" in Chapter 5
Message Waiting Indicator to Phone — Send	**F** + 412	"Using Message Waiting Indicator to Telephone" in Chapter 6
Message Waiting Indicator to Phone — Cancel	**F** + 413	"Using Message Waiting Indicator to Telephone" in Chapter 6
Message Waiting Indicator to Phone — Retrieve	**F** + 414	Not supported by 3Com Cordless Telephones.
Monitor, Whisper, Barge-In	**F** + 425	Not supported by 3Com Cordless Telephones.
Password — Set Initially	**F** + 434 + new password + **#** + repeat your new password + **#**	"Setting Up Your Password and Voice Mail for the First Time" in Chapter 1
Password — Change	**F** + 434 + current password + **#** + new password + **#** + repeat your new password + **#**	"Setting Up Your Password and Voice Mail for the First Time" in Chapter 1
Pulse to Tone	Make or receive a call + **F** + 891	"Bridged Extensions" in Chapter 6

Table 11   NBX Feature Codes (Alphabetical by Feature or Task)

Feature	Feature Code	See
Redial	**F** + 401	"Redialing a Call" in Chapter 4
Release	**F** + 111	"Using a Headset" in Chapter 5
Show Lists	**F** + 460	On telephones that support display-screen scrolling, displays lists for you to scroll through and select.
Speaker — On/Off	**F** + 104	Speak (except 2101, 3101, 3106C, and 3107C) and listen without picking up the handset.
Speed Dial — Personal List	**F** + personal speed dial number	"Speed Dials" in Chapter 5
Speed Dial — System-Wide List	**F** + system-wide speed dial number	"Speed Dials" in Chapter 5
Transfer	**F** + 420 + telephone number + hang up	"Transferring a Call" in Chapter 4
Version	**F** + 827	Displays the NBX software version.
Volume Up or Down	**F** + 102 to raise the sound or **F** + 103 to lower the sound	Also see "Handset Ringer Tone and Volume" in Chapter 2.

A

TELEPHONE INSTALLATION AND MAINTENANCE

This chapter covers these topics:

Selecting the Installation Location

Select a location that avoids excessive heat or humidity. The base unit of the 3Com Cordless Telephone can be placed on a desk or tabletop near a standard 120V AC outlet and an RJ45 connection to the LAN. The base unit can also be mounted on a standard AT&T or GTE wall plate using the wall mount adapter. Keep the base unit and handset away from sources of electrical noise (motors, fluorescent lighting, computers).

Following are some additional installation recommendations:

- If you are using three or fewer 3Com Cordless Telephones at your site and require maximum operating range, use 3Com 3107C units.
- If you are using more than three 3Com Cordless Telephones at your site, use 3Com 3106C units.
- For optimum performance, place base units at least 15 feet apart.
- Place base units in the center of their coverage areas.
- Place base units close to windows, when coverage areas extend outdoors.
- If you use more than one 3Com Cordless Telephone in your office, each unit must operate on a different channel. Press the **CH** button (3Com 3106C) or the **Channel** button (3Com 3107C) to select a channel that provides the clearest communication on each unit.
- If you encounter interference or noise, press the **CH** button (3Com 3106C) or the **Channel** button (3Com 3107C), to try other channels.

Telephone Kit Contents	The 3Com Cordless Telephone kit includes:

- Base unit with AC adapter
- Charging unit with AC adapter
- Rechargable handset battery pack
- Handset
- Handset belt clip
- Wall-mounting plate for the base unit

Optional equipment available for the telephones includes:

- Spare handset battery pack
- Headset

Connecting the Telephone Cords   The NBX system operates over the LAN, not through traditional telephone wiring. Your telephone's base station connects to the LAN through an RJ45 connector instead of an RJ11 telephone connector. Your telephone does not work if it is connected improperly. Ask your administrator if you have questions about your telephone connection.

⚠ *CAUTION:*

- *Never install telephone wiring during a lightning storm.*
- *Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.*
- *Use caution when installing or modifying telephone lines.*
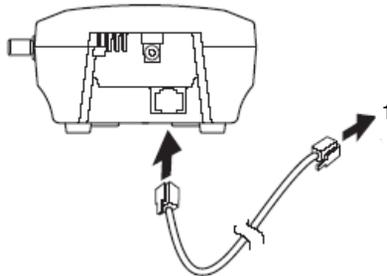
1 RJ45 connection to the LAN

Applying Power to the Base and Charging Units
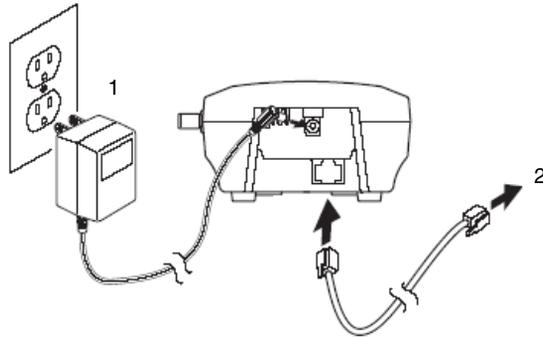
1 AC adapter

2 RJ45 connection to the LAN

Use only the supplied AC adapter.

⚠ *CAUTION: Place the power cord so that it does not create a trip hazard, or where it could become chafed and create a fire or other electrical hazards.*

ℹ *If you cannot plug the AC adapter into the outlet, contact someone about replacing the outlet.*

You can place the handset in the charging unit with or without the beltclip attached.

Figure 9   3Com 3106C Charging Unit
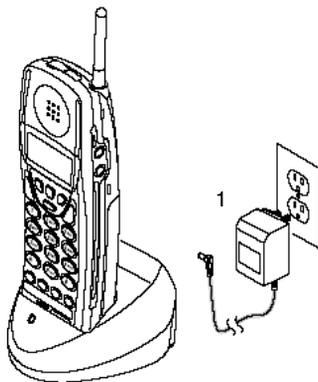
1 AC adapter

Figure 10 shows that the 3Com 3107C charging unit can also charge an optional spare battery pack with or without the handset being inserted for charging. The battery packs can be recharged either in or out of the handset.

Figure 10 3Com 3107C Charging Unit
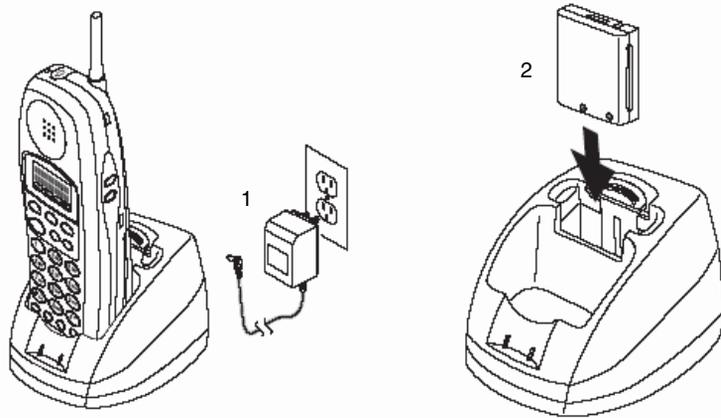
1 AC adapter

2 Optional battery pack

Installing on the Wall

You can mount the 3Com Cordless Telephone base unit directly on a wall. Before you do so, follow these guidelines:

- Select a location away from electrical cables, pipes, or other items behind the mounting location that could cause a hazard when inserting screws into the wall.

- Verify that the wall material is capable of supporting the weight of the base unit.

- Use #10 screws with anchoring devices suitable for the wall material.

Installing the Base Unit on the Wall

1 Insert two mounting screws into the wall 3-15/16 inches apart. Allow about 3/16 of an inch between the wall and screw heads for mounting the phone.

2 Plug the AC adapter into the base unit.

3 Place the AC adapter cord inside the molded channel on the bottom of the wall mount stand.
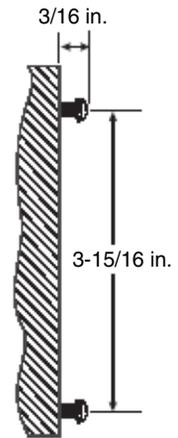
4 Plug one end of the RJ45 cable into the jack on back of the base unit. Then place the cable inside the molded channel on the bottom of the wall mount stand.
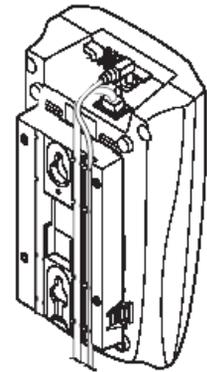
5 Place the base unit on the posts of the wall screws and push down until it is firmly seated.

6 Plug the free end of the RJ45 cable into the LAN, as specified by your NBX Administrator.

7 Plug the AC adapter into a standard 120V AC wall outlet.
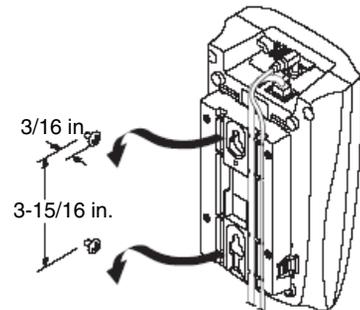
Do not use an outlet controlled by a wall switch.

Installing the Charging Unit on the Wall

You can also mount the separate charging unit on a wall. Before mounting the charging unit, follow these guidelines:

■ Select a location away from electrical cables, pipes, or other items behind the mounting location that could cause a hazard when inserting screws into the wall.

■ Verify that the wall material is capable of supporting the weight of the charging unit.

■ Use #10 screws with anchoring devices suitable for the wall material.

1 Insert two mounting screws into the wall, with about 3/16 of an inch between the wall and screw heads for mounting the phone.
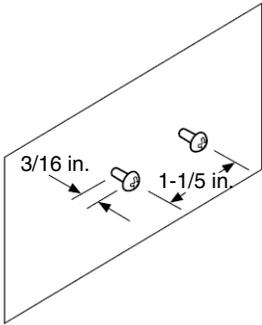
3Com 3106C	3Com 3107C
3/16 in. 1-1/5 in.	3/16 in. 1-9/10 in.
Insert the screws 1-1/5 inches apart.	Insert the screws 1-9/10 inches apart.
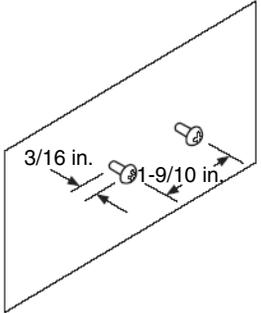
2 Connect the charging unit to the wall mount stand:

3Com 3106C   **3Com 3107C**
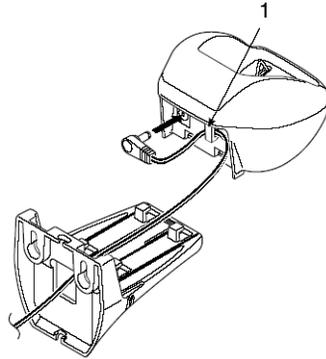
Pass the one end through the
hole of the wall mount stand and
plug it into the charging unit.
Wrap the AC adapter cord
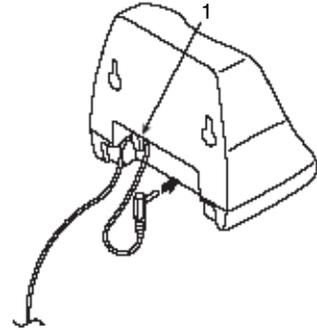
Wrap the AC adapter cord
around the strain relief (1).
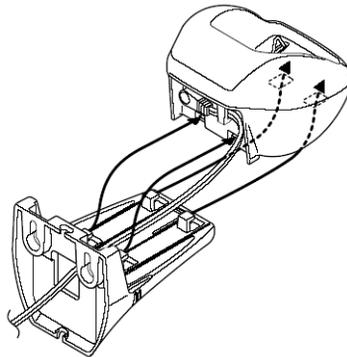
Slide the wall mount stand into
the notches on the bottom of the

3 Place the charging unit on the posts of the wall screws and push down until it is firmly seated. (1) indicates the strain relief on the 3Com 3107C.

3Com 3106C   **3Com 3107C**
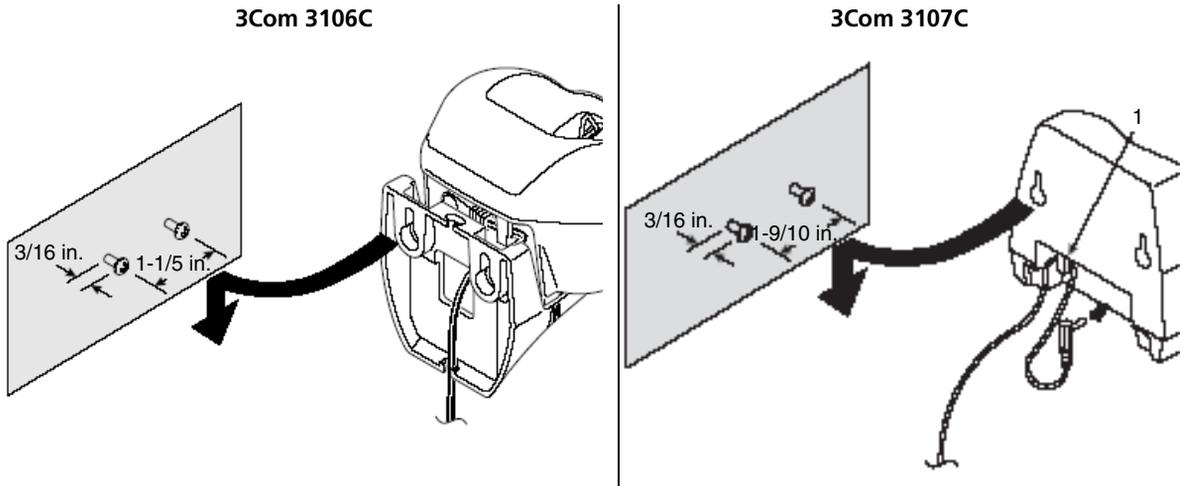
4 Plug the AC adapter into a standard 120V AC wall outlet.

Attaching the Beltclip to the Handset

You can use the beltclip to attach the handset to your belt or pocket.

1 **3Com 3106C only:** Snap the cover tab out of the beltclip notch at the top of the handset.

2 **Both telephones:** Slide the beltclip into the tab slot. The beltclip is designed to fit snugly onto the handset.
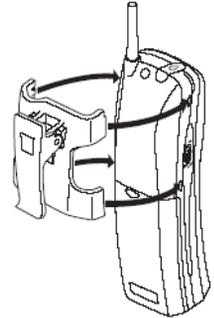
3 **Both telephones:** Press firmly until the clip snaps into place.

4 **Both telephones:** To remove the beltclip, simultaneously press the retaining clip in toward the beltclip blade and slide the clip up.

   3Com 3106C only: After the beltclip is removed, reinstall the cover tab.
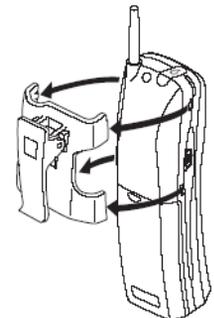
Installing the Handset Battery Pack

3Com 3106C

1 To remove the battery cover, press the latch and slide the cover down and off of the handset.
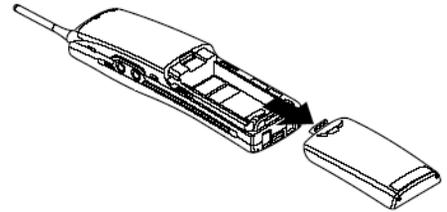
2 Connect the battery pack connector. Be sure that the colored wires are connected correctly to the corresponding colored connectors inside the battery compartment.
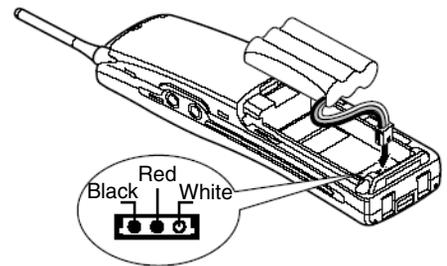
⚠ **CAUTION:** *Do not exert force when making this connection. You could damage the battery or handset.*

After you are certain that you have made a good connection, insert the battery pack into the battery compartment.

⚠ **CAUTION:** *Do not pinch the wires.*

3 To install the battery cover, place it in the groves and slide the cover up until it snaps into the handset.
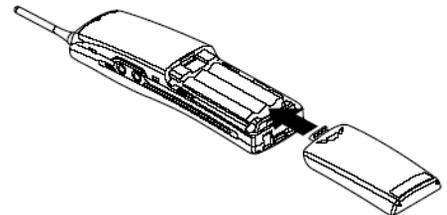
3Com 3107C

1 Remove the battery cover by
   sliding it down until it comes off
   the handset.
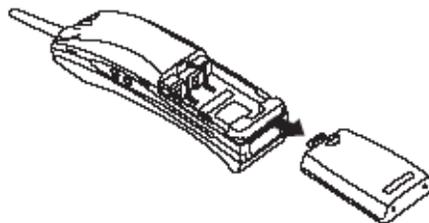
> **i** ⊳ *You may have to remove the old battery.*

2 Slide the battery pack down into
   the handset.
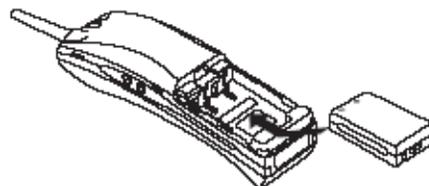
3 To close the battery compartment
   cover, slide it up until it snaps
   securely into place.
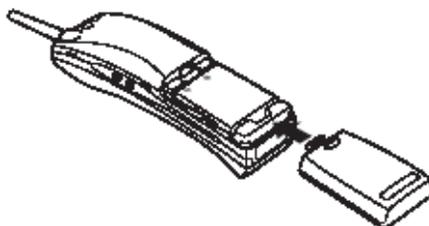
**Charging the
Handset Battery
Pack**

The rechargeable battery pack must be fully charged before you use your
3Com Cordless Telephone for the first time.

> *Charge the battery pack without interruption for 5 hours.*

1 Place the handset in the front slot of the charging unit.
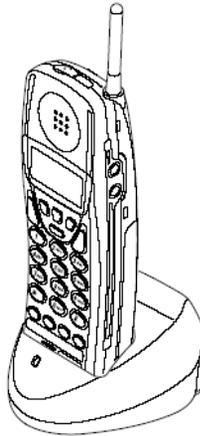
3Com 3106C	**3Com 3107C**
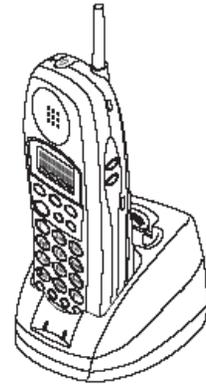
2 Verify that the CHARGE indicator is lit. If the CHARGE light is out, verify
that the AC adapter is plugged in and that the handset is making good
contact with the charging unit contacts.

Charging an Optional Spare Battery Pack (3Com 3107C)

The charging unit of the 3Com 3107C Cordless Telephone can charge an optional spare battery pack, with or without the handset being in place.

1 Slide the spare battery pack into the rear slot in the charging unit until the retaining clip snaps over the top of the pack.
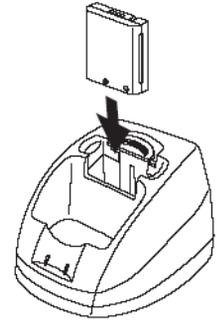
2 Verify that the BATT CHARGE indicator is lit. If the BATT CHARGE indicator is off, check to see that the AC adapter is plugged in and that the battery pack is making good contact with the charging unit contacts.

> *Charge the battery pack without interruption for 12 to 15 hours.*

3 When charging is complete, press out on the latch and remove the battery pack for use. Or, if you don't need the battery pack immediately, leave it in the charging compartment; it will not overcharge.

Low Battery Indicator

When the battery pack in the handset is low and needs to be charged, you see the message LOW on the display panel.

On a Call	In Standby Mode
All keys and functions are available.	None of the buttons operate.
Handset beeps once every 3 seconds	Handset beeps every 15 seconds for 3 minutes.
Complete your call as quickly as possible	Cannot make or receive a call.
Replace Battery pack within 20 seconds to continue call.	Replace battery pack before making a call.

Return the handset to the charging unit for charging (or, on the 3Com 3107C, replace the handset battery pack with another charged battery pack).

Cleaning the Battery and Charging Unit Contacts

To maintain a good charge, it is important to clean all charging contacts on the handset, spare battery pack (3Com 3107C), and charging unit about once a month. Use a pencil eraser or a soft dry cloth. Do not use any liquids or solvents.

3Com 3106C   **3Com 3107C**
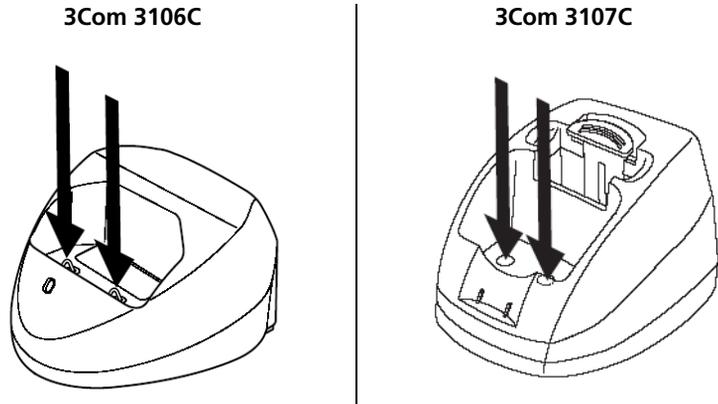
Moving Your Telephone

All 3Com Telephones have the Automatic Telephone Relocation feature. Each telephone has a unique "address." You can move your 3Com Cordless Telephone's base unit to another location, connect it to any RJ45 jack on the LAN, and still maintain all of your personalized features, speed dials, and extension number.

Swapping Telephones

Because your extension number and personal settings are associated with your physical telephone, only your administrator can move phone extension settings from one telephone to another.

Cleaning Your Telephone

Always unplug your telephone from the power source and from the network before you clean it. Use a soft cloth dampened with mild detergent.

WARNING: Failure to unplug the telephone before you clean it could result in electrical shock.

| **Important Safety Instructions** | When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons, including the following: |

- Read and understand all instructions.

- Follow all warnings and instructions marked on the product.

- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a dry cloth for cleaning.

- Do not use this product near water; for example, near a sink or in a wet area.

- Do not place this product on an unstable cart, stand, or table. The telephone may fall, causing serious damage to the unit.

- To protect the product from overheating, do not block or cover any slots or openings in the base Unit. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

- This product should be operated only from the type of power source indicated on the marking label.

- Do not allow anything to rest on the power cord. Do not place this product where the cord could be damaged by persons walking on it.

- Do not overload wall outlets and extension cords, as this can result in the risk of fire or electrical shock.

- Never put objects of any kind into this product through the base unit slots, as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.

- To reduce the risk of electric shock, do not disassemble this product. Contact qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.

- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

  - When the power supply cord is damaged or frayed.

  - If liquid has been spilled on the product.

  - If the product has been exposed to rain or water.

- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage, and often requires extensive work by a qualified technician to restore the product to normal operation.

    - If the product has been dropped or damaged.

    - If the product exhibits a change in performance.

- Do not use the telephone to report a gas leak in the vicinity of the leak.

Battery Precautions

This equipment contains a rechargeable battery. To reduce the risk of fire or injury to persons by the battery, read and follow these instructions:

- Use only the appropriate type and size battery pack specified in this Guide.

- Do not dispose of the battery pack in a fire. The cell may explode.

- Do not open or mutilate the battery pack. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.

- Exercise care in handling the battery in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.

- Charge the battery pack provided with or identified for use with this product only in accordance with the instructions and limitations specified in the instruction manual provided for this product.

- Observe proper polarity orientation between the battery pack and battery charger.

- Charge the battery used in this equipment only in the supplied charger, and as specified in this Guide. Using another charger may damage the battery, or cause the battery to explode.

Electrical and EMI Precautions   Unplug all electrical appliances when you know an electrical storm is approaching. Lightning can pass through your household wiring and damage any device connected to it. This phone is no exception.

⚠ *WARNING: Do not attempt to unplug any appliance during an electrical storm.*

⚠ *CAUTION: Changes or modifications to this product not expressly approved by 3Com, or operation of this product in any way other than as detailed by this Operating Guide, could void your authority to operate this product.*

Range

Your 3Com Cordless Telephone is designed to achieve the maximum possible range by transmitting and receiving according to the highest specifications set forth by the FCC and IC. We have rated this phone to operate at a maximum distance with the qualification that the range depends upon the environment in which the telephone is used.

Many factors limit range, and it would be impossible to include all the variables in our rating. The Maximum Range rating of this phone is meant to be used as a means of comparison against other range claims.

Telephone Line Problems

The FCC and IC have granted the telephone company the right to disconnect service in the event that your phone causes problems on the telephone line. Also, the telephone company may make changes in facilities and services which may affect the operation of your unit. However, your telephone company must give adequate notice in writing prior to such actions to allow you time for making necessary arrangements to continue uninterrupted service.

If you are having trouble with your telephone service, you must first disconnect your phone to determine if it is the cause of your problem. If you determine that it is the cause, you must leave it disconnected until the trouble has been corrected.

Radio Interference

Radio interference may occasionally cause buzzing and humming in your 3Com Cordless Telephone handset, or clicking noises in the base unit. This interference is caused by external sources such as a TV, refrigerator, vacuum cleaner, fluorescent lighting, computer equipment, or electrical storm.

Your unit is NOT DEFECTIVE. If these noises continue and are too distracting, please check to see what appliances may be causing the problem. In addition, we recommend that the Base not be plugged into a circuit that also powers a major appliance, because of the potential for interference. Also be certain that the antenna on the unit is fully extended when needed.

In the unlikely event that you consistently hear other voices or distracting transmissions on your phone, you may be receiving radio signals from another 3Com Cordless Telephone or another source of interference. If you cannot eliminate this type of interference, you need to change to a different channel.

Finally, some telephones operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the base of the 3Com Cordless Telephone should not be placed near or on top of a TV or VCR. If interference is experienced, moving the 3Com Cordless Telephone farther away from the TV or VCR often reduces or eliminates the interference.

Privacy

3Com Cordless Telephones are radio devices. Communications between the handset and base unit are accomplished by means of radio waves which are broadcasted over the open airways. Because of the inherent physical properties of radio waves, your communications can be received by radio receiving devices other than your own 3Com Cordless Telephone unit. Consequently, any communications using your 3Com Cordless Telephone might not be private.

Troubleshooting Problems	Table 12 lists possible problems that you may encounter and the most likely solutions. Where possible, each solution refers to the section in this guide where you can find detailed information.

Table 12   Possible Problems

Possible Problem	Suggested Solutions
My telephone has no dial tone. The display panel is blank.	■ Verify that the power cord is fully inserted in the correct connector on the underside of the telephone. Use the strain relief tab to prevent the cord from becoming unplugged. ■ Verify that each RJ45 cable is connected and that each cable is in the proper connection. ■ Remove and add power to the telephone by unplugging the power cord at the electric outlet and plugging it back in. ■ If the telephone is powered through a powered RJ45 cable, make sure that power is applied to the cable at its source.
My telephone has "locked up."	■ Your telephone has lost the connection to the system. Remove the RJ45 cable from the jack, and then re-insert it into the jack. ■ Wait a few seconds. If the telephone still appears to be locked, disconnect the electrical power for your telephone, and then plug it back in.
Callers cannot leave messages on my voice mail.	■ Your mailbox may be full. Log in to your voice mailbox and delete some messages. ■ Your telephone may be set up for **Greeting Only Mailbox**. Log in to **NBX NetSet > NBX Messaging** and clear the **Greeting Only Mailbox** checkbox.
When I park a call, the display panel shows `Park xtn in use`, and the call returns to my telephone.	You have selected a Call Park extension that is already in use. Try another Call Park extension. Your administrator can add additional Call Park Extensions. For details, see "Call Park" in Chapter 6.
When I dial 9 or 8 to access an outside line, the display panel shows `All Ports Busy`.	No outside lines are available. Try again in a few minutes.
After I call another user in my organization, I hear a tone but no ringing.	The other user may have the **Hands Free Active on Intercom** feature enabled. Begin speaking after you hear the tone.
When I try to access the NBX NetSet™ utility, I do not get a response after I type the NBX system's IP address and press **Enter**.	Ask your administrator to verify the IP address that you typed into your web browser.
I am unable to log in to the NBX NetSet utility.	You must set up your voice mail before you can use the NBX NetSet utility. Press the **Message** button. The prompts guide you through the setup. Then use your voice mail password to access the NBX NetSet utility. See "Setting Up Your Password and Voice Mail for the First Time" in Chapter 1.

Table 12   Possible Problems (continued)

Possible Problem	Suggested Solutions
My telephone is not forwarding my incoming calls to my voice mailbox.	In **NBX NetSet > User Information > Call Forward,** verify that you have selected **Forward to Voice Mail** as your call coverage point. For details, see "Forwarding Incoming Calls" in Chapter 4.
I added a One-Touch speed dial, but the telephone does not dial that number.	Use only numeric characters in your Speed Dial setup. For details, see "Special Case: One-Touch Speed Dials" in Chapter 5.
I try to pick up a call ringing on another telephone using Directed Call Pickup, but it fails.	The telephone that you are using to pick up the call might not be in the same group as the telephone that is ringing and the telephone group to which the ringing telephone belongs does not allow nonmember pickup. See "Call Pickup" in Chapter 6.
My telephone keeps ringing after I remove the handset from the charging unit and press **Talk**.	■ Your telephone may have lost connection to the system immediately after a call came in. Remove the RJ45 cable from the jack, then re-insert it into the jack. ■ Wait a few seconds. If the telephone continues to ring, disconnect the electrical power for your telephone, and then plug it back in.
The display panel shows **Wait for NCP**.	Your telephone may be disconnected from the system. Hang up your telephone and wait a few seconds. Then remove the handset from the charging unit. If the message still appears on your telephone display panel, contact your administrator.
I dial an external call but nothing happens.	You may be required to enter an account code to complete the call. See "Account (Billing) Codes" in Chapter 6.
The charge light won't come on when the handset is placed in the charging unit.	■ Make sure the AC adapter is plugged into the charging unit and wall outlet. ■ Make sure the handset is properly seated in charging unit. ■ Make sure the battery pack is properly placed in the handset. ■ Make sure that the charging contacts on the handset and charging unit are clean.
Conversations are interrupted frequently.	■ Make sure that the base unit antenna is fully vertical. ■ Move closer to the base unit. ■ Check for a Low Battery warning.
A warning tone sounds and there is a **NO SERVICE** message.	■ Move closer to the base unit. ■ Make sure the AC adapter is plugged into the base unit and wall outlet.
The handset doesn't ring.	■ The battery pack may be weak. Charge the battery pack for 5-6 hours. ■ Make sure the base unit antenna is fully vertical. ■ The handset may be too far away from the base unit. ■ Ensure the Ringer ON/OFF switch is in the ON Position. ■ Make sure the AC adapter is plugged into the base unit and wall outlet.

**Telephone
Specifications**

Table 13   3Com Cordless Telephone Specifications

General: 3Com Cordless Telephones comply with FCC and IC parts 15 and 68.	
Frequency Control	Phase Lock Loop
Modulation	3Com 3106C: Digital
	3Com 3107C: Spread Spectrum
Operating Temperature	0° to 50° C (+32° F to +122° F)
Base Unit	
Receive/Transmit Frequency	902 MHz to 928 MHz
Power Requirements	10V DC from supplied AC adapter
Size	3Com 3106C: 4 1/4 in. W x 7 5/8 in. D x 2 1/4 in. H
	3Com 3107C: 4 1/4 in. W x 7 1/2 in. D x 2 1/4 in. H
Weight	3Com 3106C: Approx. 13.7 oz.
	3Com 3107C: Approx. 15.4 oz.
Handset	
Receive/Transmit Frequency	902 MHz to 928 MHz
Power Requirements	Ni-MH battery pack
Size	3Com 3106C: 2 in. W x 1 1/4 in. D x 5 1/2 in. H without antenna
	3Com 3107C: 2 1/5 in. W x 1 2/3 in. D x 8 2/3 in. H with antenna
Weight	3Com 3106C: Approx. 5.2 oz. with battery
	3Com 3107C: Approx. 8.8 oz. with battery
Battery	3Com 3106C: Capacity 750 mAh, 3.6 V
	3Com 3107C: Capacity 1300 mAh, 3.6 V
Talk Time	6 hours (typical)
Standby Time	3Com 3106C: 5 days (typical)
	3Com 3107C: 4 days (typical)
Specifications shown are typical and subject to change without notice.	

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FCC Class B Verification Statement

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 phone.

Radio Interference

Radio interference may occasionally cause buzzing and humming in your cordless handset, or clicking noises in the base. This interference is caused by external sources such as TV, refrigerator, vacuum cleaner, fluorescent lighting, or electrical storm. Your unit is NOT DEFECTIVE. If these noises continue and are too distracting, please check to see what appliances may be causing the problem. In addition, we recommend that the base not be plugged into a circuit that also powers a major appliance because of the potential for interference. Be certain that the antenna on the unit is fully extended when needed.

In the unlikely event that you consistently hear other voices or distracting transmissions on your phone, you may be receiving radio signals from another cordless telephone or other source of interference. If you cannot eliminate this type of interference, you need to change to a different channel.

Finally, it should be noted that some cordless telephones operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed 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.

Industry Canada Notice

The term "IC:" before the radio certification number only signifies that Industry Canada technical specifications were met. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. "Privacy of communications may not be ensured when using this telephone."