



# Analog Telephones on the NBX<sup>®</sup> System

## Quick Reference Guide

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

### Access the Automated Attendant

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

### Put a Call on Hold

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

### Transfer a Call

1. While you are on a call, press and release the hook switch. Do not replace the handset in the telephone cradle.
2. Listen for Dial Tone. Dial the number to which you want to transfer the call.
3. As soon as you hear ringing, hang up the telephone to complete a blind (unannounced) transfer, or wait until the recipient answers, announce the call, and then hang up. The call is transferred when you hang up.

### Make a Conference Call

1. Place or receive a call. Two parties are now on the call.
2. While you are on the call, press and release the hook switch.
3. Listen for dial tone. Dial the number of the person that you want to include in the conference call.
4. When the person answers, announce the conference call and again press and release the hook switch.
5. Listen for the confirmation beep. The conference call now includes three parties.
6. Optionally, repeat steps 2 through 5 to add a fourth person to the conference call.
  - At least one party must be internal. The conference ends when the last internal party hangs up.
  - To drop the last person whom you added to the conference (for instance, if the called party's telephone is busy), press the hook switch, listen for dial tone, press **# + 431**, and listen for the confirmation beep. You can now start at step 2 to add another party.

### Unanswered Calls

If you do not answer your analog telephone, the system transfers incoming calls to your voice mailbox or to wherever you have specified for your calls to go when you do not answer (called the call coverage point). You can configure your call coverage options in the NBX NetSet utility.

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

See the *NBX Feature Codes Guide for Analog Telephones* or the NBX NetSet Help.

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

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

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

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

1. Pick up the handset. Listen for dial tone.
2. Press **#**. Listen for the Feature Entry Tone.
3. Dial **446**. Listen for the confirmation beep. You now hear the feature active tone.

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

### Park a Call

1. While on a call, press and release the hook switch.
2. Press **# + 444**.
3. Dial one of the extensions reserved for Call Park:
  - 3-digit dial plan** — 601–609
  - 4-digit dial plan** — 6000–6099
  - Ask your administrator if your system has a different range of Call Park extensions.
  - The call is parked until someone retrieves it, the caller hangs up, or the Call Park timer expires.
  - If the extension you chose is busy or the Call Park timer expires, the call returns to your telephone. Press **# + 444** again and try another extension.

### Retrieve a Parked Call

Dial the Call Park extension where the call was parked.



# NBX<sup>®</sup> Voice Mail

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

### Initialize Your Voice Mailbox

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

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

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

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

1. Dial **500**.
2. At the password prompt, press \* .
3. At the prompt, enter your extension number.
4. Enter your password and press #.

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

#### If you can dial your telephone extension directly:

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

#### If you dial your organization's main phone number:

If the Automated Attendant answers, press \* \* during the greeting. At the prompts, enter your extension and password, and press #.

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

### Forward a Message

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

### Message Playback Options

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

- Press **1** to listen to the first message or repeat the current message.
- Press **2** to save the current message.
- Press **3** to delete the current message.
- Press **4** to reply to the sender of the current message, if the sender is internal.
- Press **5** to forward the current message.
- Press **6** to hear date, time, and sender information.
- Press **7** to move back 3 - 5 seconds in the current message.
- Press **8** to pause the current message for up to 20 seconds.
- Press **9** to move forward 3 - 5 seconds in the current message.
- Press **#** to move to the next message.
- Press **\*** to return to the main menu.

### Mailbox Options

1. Dial **500**.
2. When the Automated Attendant answers, press \* \* during the greeting message.
3. At the prompt, enter your extension number and password, and then press #.
4. Press **9** and then select one of these options:

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

Press **2** to change your password.

Press **3** to create or edit personal voice mail group lists.

Press **4** to enable, disable, or change settings for the Off-site Notification feature.

**For more information about these and additional telephone features, see the *NBX Feature Codes Guide for Analog Telephones* in the NBX NetSet utility.**

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