



# NBX<sup>®</sup> Manager's Telephone

## Quick Reference Guide

### Put a Call on Hold

While you are on a call, press **Hold**. The display shows the Hold icon for the call. To return to the call, press the **Left** soft button for the call being held.


### Transfer a Call

1. While you are on a call, press **Transfer**.
2. When you hear the dial tone, dial the number to which you want to transfer the call.
3. As soon as you hear ringing, press **Complete** (for a blind transfer), or wait until the recipient answers, announce the call, press **Complete**, and then hang up.


### Make a Conference Call

1. Place or receive a call. Two parties are now on the call.
2. While you are on the first call, press **Conference**.
3. Listen for the dial tone. Dial the third party, wait for that party to answer, and press **Complete** to complete the three-party conference call.
4. Optionally, repeat steps 2 and 3 to add a fourth party. (Note: Some NBX systems support 3-party conferences.)
  - At least one party must be internal. The conference ends when the last internal party hangs up.
  - To place your part of a conference call on hold, press **Hold**. The other parties can talk to each other, but they cannot hear you. (Music on Hold is not played.)
  - To transfer a conference call, see **Transfer a Call**.
  - To drop the last party that you added to the conference (for instance, if the called party's telephone is answered by someone else), press the **Right** soft button for the call, scroll to **Conference Drop**, and press **Select**.

### Adjust the Volume

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

### Mute a Call

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

### Create Customized Labels for Your Telephone

Log in to the NBX NetSet utility and go to **Resources > Telephone Labels**.

### Set Internal Calls to Activate the Speaker

Whenever an internal call arrives, a tone sounds and the speakerphone is activated. Press the **Features** soft button. Scroll to **Hands Free**. Press **Select**. To cancel this feature, repeat these steps.

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

See the *NBX Manager's Telephone Guide* or NBX NetSet User Help.

### Forward Incoming Calls to Your Voice Mail

(Calls ring once and go to your call coverage point.)

Press the **Features** soft button. Scroll to **Forward to Mail**. Press **Select**. To cancel this feature, repeat these steps.

### Switch Your Telephone to Do Not Disturb

(Calls go immediately to your call coverage point.)

Press the **Features** soft button. Scroll to **Do Not Disturb**. Press **Select**. The display indicates that the feature is active. To cancel this feature, repeat these steps.

### Park a Call

1. While you are on a call, press the **Right** soft button for the call, scroll to **Call Park**, and press **Select**.
2. Enter one of the Call Park extensions and press **#**.
  - 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. Park the call again and try another extension.

### Retrieve a Parked Call

Dial the Call Park extension where the call was parked.

### Dial from the Telephone Display Panel

1. Pick up the handset.
2. Choose:
  - For the directory, press **Directory**, scroll to the name or number, and press **Select** to dial the number.
  - For logs, press **Call Logs**, scroll to **Incoming Calls**, **Outgoing Calls**, or **Missed Calls**, press **Select**, scroll to the name or number, and press **Select** to dial the number.
  - For speed dials, press **Features**, scroll to **Speed Dials: Personal** or **Speed Dials: System**, press **Select**, scroll to the name or number, and press **Select** to dial the number.



# NBX® Voice Mail\* (Manager's Telephone)

## Quick Reference Guide

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

### Initialize Your Voice Mailbox

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

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

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

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

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

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

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

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

If you dial your organization's main telephone number:

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

### Forward a Message

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

### 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 to 5 seconds in the current message.
- Press **8** to pause the current message for up to 20 seconds.
- Press **9** to move forward 3 to 5 seconds in the current message.
- Press # to move to the next message.
- Press \* to return to the main menu.

### Mailbox Options

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

- Press **1** to change your name announcement or personal greeting.
- Press **2** 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 NBX Manager's Telephone features, see the *NBX Manager's Telephone Guide* in the NBX NetSet utility.

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