



NBX® 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**.
 - Some NBX systems are configured so that they support only 3-party conferences.

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 click **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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