



NBX® Basic Telephone

Quick Reference Guide

NOTE: This guide assumes that the three programmable buttons on your NBX Basic Telephone have these default settings, left to right: **Feature**, **Call Toggle**, and **Transfer**. Your administrator can change the settings of these buttons, although doing so limits the features that you can use.

Put a Call on Hold

While you are on a call, press **Hold**. The display icon that indicates line 1 or line 2 blinks slowly. To return to the call, press **Call Toggle**.



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, hang up (for a blind transfer) or wait until the recipient answers, announce the call, and then hang up.

Make a Conference Call

1. Place or receive a call.
2. While you are on the first call, press **Feature + 430**.
3. Listen for the dial tone. Dial the third party, wait for that party to answer, and press **Feature + 430** again to complete the three-party conference call.
4. Repeat steps 2 and 3 to add a fourth party.
 - A conference can include up to four parties, as long as at least one party is 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 person whom you added to the conference (for instance, if the called party's telephone goes to voice mail), press **Feature + 431**.

Adjust the Volume

- **Handset** — Lift the handset, listen to the dial tone, and press the louder or softer volume control button repeatedly. 
- **Ringer** — While the telephone is ringing, press the preferred volume control button. 

Set or Change Your Speed Dials, Call Forward, Call Pickup, and Off-Site Notification Settings

See the *NBX Telephone Guide* or NetSet™ User Help.

Forward Incoming Calls Directly to Voice Mail

Pick up the handset and press **Feature + 440**. The display shows **FWD**. All incoming calls ring once and are forwarded to your voice mailbox. To turn the feature off, lift the handset and press **Feature + 440** again.

Do Not Disturb

Pick up the handset and press **Feature + 446**. All calls go directly to your call coverage point without ringing on your telephone. The display indicates that the feature is active. To turn the feature off, pick up the handset and press **Feature + 440** again.

Call Park — Park a Call

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



NBX 100	SuperStack 3 NBX
601–609	6000–6099

- Ask your administrator if your system has a different range of Call Park extensions.
- The call is parked until someone retrieves it, the caller hangs up, or the Call Park timer expires.
- If the extension you chose is busy or if the Call Park timer expires, the call returns to your telephone. Press **Feature + 444** again and try another extension.

Call Park — Retrieve a Parked Call

Dial the Call Park extension to which the call was parked.

Dial from the Internal User Directory

1. Pick up the handset. Press one of the scroll buttons on the telephone to view the user directory in the display. 

2. Scroll up or down until you find the person whom you want to call, or use the key pad to jump to a name that begins with a particular letter. Example: Press **4** once for names that begin with the letter "G," twice for names that begin with "H," or three times for names that begin with "I."
3. Press one of the buttons below the display:
 - **Slct** — To dial the extension of the displayed name.
 - **Back** — (Reserved for future use.)
 - **Exit** — To close the directory.



NBX[®] Voice Mail* (Basic Telephone)

Quick Reference Guide

Initialize Your Voice Mailbox

1. Pick up the handset and press **MSG**.
2. The voice prompts guide you through the steps to initialize your mailbox.

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

1. Pick up the handset and press **MSG**.
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 **MSG**.
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 main telephone number:


- *If the Automated Attendant answers, press * * during the greeting. At the prompts, enter your extension and password, and then press #.*
- *If the receptionist answers, ask to be transferred to your voice mail and 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. The system prompts you to enter an extension or voice mail group list number. Add as many destinations as you want.
3. After you have entered all the destinations, press **#** and record a forwarding comment.
4. When you finish recording the comment, press **#** for more options, or hang up.


Mailbox Options

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

Press  to change your name announcement or personal greeting.


Press  to change your password.


Press  to create or edit group lists.


Press  to enable or disable Off-site Notification.


Message Playback Options


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


Press  to listen to the first message.


Press  to save the current message.


Press  to delete the current message.


Press  to reply to the sender of the current message.


Press  to forward the current message.


Press  to hear date, time, and sender information.

Press  to move back 5 seconds in the current message.

Press  to pause the current message for 20 seconds.

Press  to move forward 5 seconds in the current message.

Press  to move to the next message.

Press  to return to the main menu.

For additional NBX Business Telephone features, see the NBX Telephone Guide.

***NOTE:** *If your system uses a messaging application other than NBX Voice Messaging (such as Third-Party Messaging or 3Com NBX Unified Communications), use the documentation for that messaging application instead of these instructions.*