



NBX[®] Business Telephone

Quick Reference Guide

Hold a Call

To place a call on hold, press **Hold**. To return to the call, press the Access button where the call is being held.

The indicator light to the left of a line on hold blinks slowly.

Transfer a Call

1. While on a call, press **Transfer**.
2. Dial the number to which you want to transfer the call.
3. As soon as you hear ringing, press **Transfer** again **or**, when the recipient answers, announce the call and then press **Transfer** again.

Conference Calls

1. While on the first call, press **Conference**.
2. Place a call to another party, wait for that party to answer, and then press **Conference** again.
3. Repeat steps 1 and 2 to add further parties.

A conference can include up to 4 parties, either internal or external, as long as there is at least one internal party. The conference ends when the last internal party hangs up.

- To place a conference call on hold, press **Hold**. The other parties can still talk to each other, but they cannot hear you.
- To transfer a conference, press **Transfer**. Dial the number to which you want to transfer the call, and as soon as you hear ringing, press **Transfer** again.

Call Park — Park a Call

1. While on a call, press the **Call Park** Access button **or** if Call Park is not assigned to an Access button on your telephone, press the **Feature** button and dial the Call Park Feature Code, **444**.
2. Dial one of the Call Park Extensions. (**601 – 609** are the system default Call Park Extensions for 3-digit dial plans. **6001 – 6009** are the default Call Park Extensions for 4-digit dial plans.)

The call is parked until retrieved or until the caller hangs up.

Call Park — Retrieve a Parked Call

From any NBX telephone, dial the Call Park Extension to which the call was parked.

Handsfree Answer on Intercom

Press **Handsfree**. When a call arrives, a tone sounds, and the speakerphone is activated. *Handsfree works only with internal calls.*

Mute a Call (Speakerphone Only)

While you are on the speakerphone, press the **Mute** button. You can hear the caller, but the caller cannot hear you.

To enable the microphone, press **Mute** again.

The Mute feature works only with the speakerphone – not with the handset.



Call Pickup — Pick Up a Call

1. Pick up the handset.
2. Press the **Feature** button and then **455** for a direct call pickup or **456** for a group pickup.
3. Enter the extension or group number as required.



Hunt Groups — Log In and Log Out

1. Pick up the handset.
2. Press the **Feature** button and then **840**.
3. Enter the extension number of the hunt group.
4. Enter the password for the hunt group.
5. To log out, press the **Feature** button and then **860**.

LCD User Directory

1. Press the scroll up button or the scroll down button on the telephone to access the user directory in the display panel.  
2. Continue scrolling to find the person whom you want to dial, **or** use the dialpad to jump to a name in the list beginning with a particular letter. Example: Press **4** once to jump to names beginning with the letter "G", twice to jump to names beginning with the letter "H", or three times to jump to names beginning with the letter "I".
3. The three soft buttons below the LCD display panel are, from left to right, **Slct**, **Back**, and **Exit**.
 - Press **Slct** to dial the extension of the displayed name.
 - The **Back** button is reserved for future use.
 - Press **Exit** to close the directory.

Volume Adjustment

- To raise or lower the *Handset* volume, lift the handset off the hook and press the louder or softer volume control button repeatedly until you hear the preferred volume.  
- To raise or lower the *Speaker* volume, press **Speaker**, and then press the louder or softer volume control button repeatedly until you reach the preferred volume.
- To raise or lower the *Ringer* volume, press the preferred volume control button while the telephone is ringing.



NBX[®] APX Voice Messaging

Quick Reference

Set or Change Your Speed Dial Selections

See the *NBX Business Telephone Guide* or *NetSet User Help* for more information.

Access Your Messages from Your NBX Telephone

1. Pick up your handset and press **MSG**.
2. Enter your password and then press #.

Access Your Messages from Any NBX Telephone

1. Pick up the handset and press **MSG**.
2. At the password prompt, press *.
3. When prompted, enter your extension number.
4. Enter your password and then press #.

Access Your Messages from an External Telephone

1. Dial your company's telephone number.
2. If the Automated Attendant answers, press * **twice** during the greeting message.
3. If your receptionist answers, ask to be transferred to your voice mail. During your greeting message, press *.
4. When prompted, enter your extension number and password, then press #.

Mailbox Options

1. Pick up your handset and press **MSG**.
2. When prompted, enter your password.

Press **9** to perform one of the following actions:

- Press **1** to change your name announcement or personal greeting.
- Press **2** to change your password. (See the next section.)
- Press **3** to create or edit group lists.
- Press **4** to set up Offsite Notification options.

Change Your Voicemail Password

1. Pick up your handset and press **MSG**.
2. When prompted, enter your password.
3. Press **9** for mailbox options.
4. Press **2** to select the Change Password option.

The initial password for voice mail is the same as that used to access NetSet.

Forward Incoming Calls Directly to Voice Mail

Press the **FWD MAIL** button on your NBX telephone. While **FWD MAIL** is active, incoming calls ring once before forwarding. See the *NBX Business Telephone Guide* or *NetSet User Help* for more information.

Message Playback Options

While listening to a message, you have these options:

- Press **1** to listen to the first 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.
- Press **5** to forward the current message. (See the next section.)
- Press **6** to hear date, time, and sender information.
- Press **7** to skip back 5 seconds in the current message.
- Press **8** to pause the current message.
- Press **9** to skip forward 5 seconds in the current message.
- Press **#** to skip to the next message.
- Press ***** to exit to the main menu.

Forward a Message

1. While you are listening to the message, press **5**.
2. The system prompts you to enter an extension or group number. You can add as many destinations as you want.
3. After you have entered all the destinations, press **#** to begin recording a forwarding comment.
4. When you finish recording the comment, press **#** for more options or hang up.