



# NBX<sup>®</sup> Business Telephone Guide

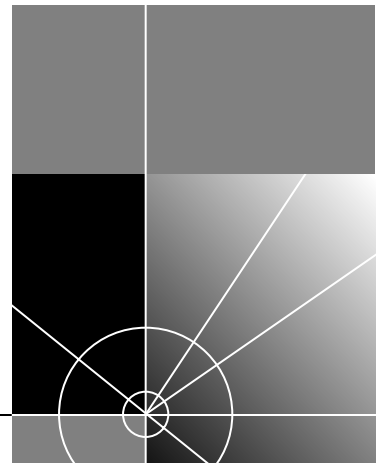
Version 2.0

Also includes sections on:

- APX Voice Messaging
- NBX NetSet
- DSS/BLF Adjunct

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**3Com Corporation**  
**5400 Bayfront Plaza**  
**Santa Clara, California**  
**95052-8145**

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Guide written and illustrated by Gregory Paul Brucato. Updated and edited by Laura Fergusson.

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# ABOUT THIS GUIDE

This guide provides instructions for using the 3Com® NBX® Business Telephone and related features. It also includes sections for using the APX Voice Messaging System, the NBX NetSet web user interface and the DSS/BLF adjunct.

This guide is intended for anyone using the NBX Business Telephone and its features. For a glossary of terms used in this guide, and other common telephony terms, please refer to the *3Com NBX 100 Communications System Administration Guide*.



*If release notes are shipped with your product and the information there differs from the information in this guide, follow the instructions in the release notes.*

The latest versions of user guides and release notes are available in Adobe Acrobat Reader Portable Document Format (PDF) on the 3Com World Wide Web site: <http://www.3com.com/>

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## How to Use This Guide

Table 1 shows where to look for specific information in this guide.




**Table 1** Where to find specific information

<b>If you are looking for...</b>	<b>Turn to...</b>
A description of the NBX Business Telephone's buttons and controls, and an overview of its features.	<a href="#">Chapter 1</a>
Instructions on how to use the telephone's features.	<a href="#">Chapter 2</a>
Instructions on how to set up voice mail and use the various types of mailboxes.	<a href="#">Chapter 3</a>
Instructions on how to use the NBX NetSet user interface to view and change your telephone's personal settings.	<a href="#">Chapter 4</a>
Information about the DSS/BLF adjunct.	<a href="#">Chapter 5</a>
Telephone maintenance and troubleshooting information.	<a href="#">Chapter 6</a>

## Conventions

[Table 2](#) and [Table 3](#) list conventions that are used throughout this guide.

**Table 2** Notice Icons

Icon	Notice Type	Description
	Information note	Information that describes important features or instructions.
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, or device.
	Warning	Information that alerts you to potential personal injury.

**Table 3** Text Conventions

Convention	Description
Screen displays	This typeface represents information as it appears on the display panel or on a computer screen.
The words “enter” and “type”	When you see the word “enter” in this guide, you must type something, and then press Return or Enter. Do not press Return or Enter when an instruction simply says “type.”
Words in <i>italics</i>	Italics are used to: <ul style="list-style-type: none"> <li>▪ Emphasize a point.</li> <li>▪ Denote a new term at the place where it is defined in the text.</li> <li>▪ Identify menu names, menu commands, and software button names. Example: From the <i>Help</i> menu, select <i>Contents</i>. Click <i>OK</i>.</li> </ul>

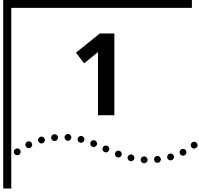
The term “administrator” refers to the person or persons tasked with maintaining your business’s NBX 100 Communications System.

## Year 2000 Compliance

For information on Year 2000 compliance and 3Com products, visit the 3Com Year 2000 Web page:

<http://www.3com.com/products/yr2000.html>





# THE NBX BUSINESS TELEPHONE

The NBX Business Telephone, along with the NBX 100 Communications System, offers a large number of features, options and flexibility to you the user as well as the person tasked with administering the system. As a result, many of the features have alternate ways in which to use them, some better suited to a particular situation than others. In addition to using the telephone, the NetSet browser-based user interface can be used to access features.

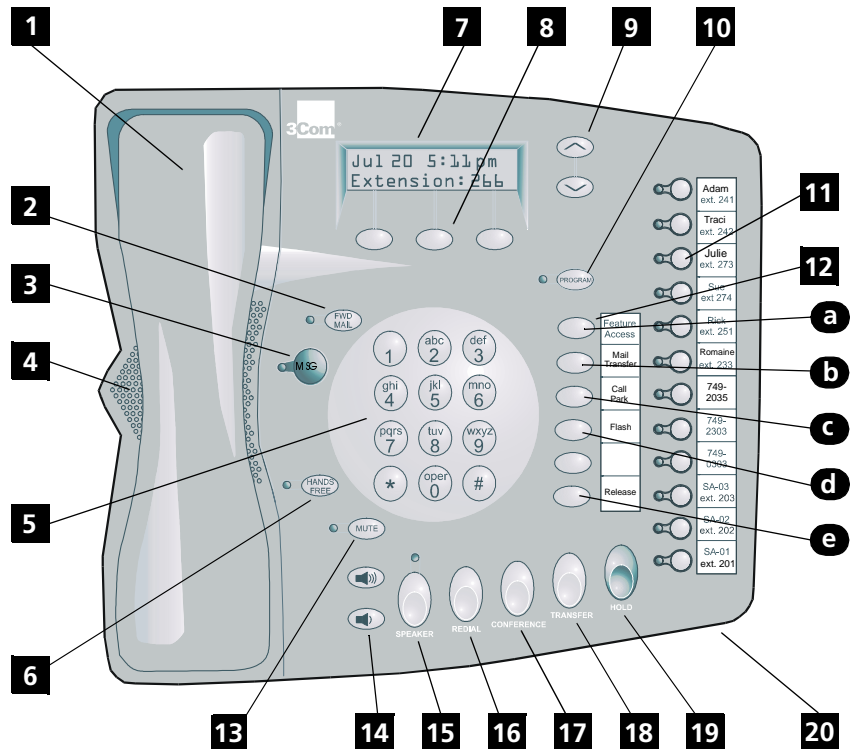
This chapter contains information about the following:

- [The Telephone's Buttons and Controls](#)
- [The NBX 100 Communication System's Features](#)

## The Telephone's Buttons and Controls

[Figure 1](#) shows the NBX® 100 Business Telephone's buttons and controls:

**Figure 1** NBX Business Telephone



### 1 Handset

**2 Forward to Voice Mail Button** — Press to have all incoming calls sent to your voice mail after one ring. You can modify the settings of this feature to forward incoming calls to the Automated Attendant, or to a telephone number of your choosing. For more information, see [“Forwarding Callers to Voice Mail” on page 42](#).

**3 Message Button** — Press to access your voice mail through the APX Voice Messaging System. For more information, see [“Listening to Messages” on page 35](#). When there are messages in your mailbox, the indicator to the left of the Message button lights up and the display panel

indicates the total number of messages in your mailbox and the number of new messages. For example, "3 Msgs 2 New."

- 4 Speaker**
- 5 Dial Pad**
- 6 Handsfree Button** — Press to enable this feature. Handsfree allows you to answer internal (intercom) calls without picking up the handset. The telephone sounds an alert tone to notify you while activating the speakerphone for a hands-free conversation. For more information, see ["Handsfree Answer on Intercom" on page 21](#).
- 7 Display Panel** — The display panel provides telephone status messages, Caller ID information, and an indication of the number of messages in your voice mail mailbox. You can also use it to view the internal user directory. When your telephone is idle, the current date and time are displayed.
- 8 Soft Buttons** — These buttons allow you to select commands while using the internal user directory. The three commands are Select, Back, and Exit.
- 9 Scroll Buttons** — These buttons allow you to scroll through user names in the internal user directory.
- 10 Program Button** — *Reserved for future use.*
- 11 Access Buttons** — These buttons allow you to access internal and external telephone lines. Your administrator can configure them to access various features and system speed dials, or you can assign your own personal speed dials to available access buttons. See [Figure 3 on page 23](#). An indicator light to the left of each button shows which lines are available, in use, or on hold.
- 12 Access Buttons (without indicator lights)** — Apart from the oval shape and the absence of indicator lights, these Access buttons serve the same purpose as those with lights. Most of these Access buttons come pre-assigned with features. See [Figure 3 on page 23](#). However, your system administrator can re-assign features or speed dials to these buttons.

The pre-assigned features are as follows:

- a Feature Code Button** — Press to access features which are not assigned to an Access button on your telephone using feature codes. For more information, see [“Using Feature Codes” on page 23](#).
  - b Direct Mail Transfer Button** — Press to send a caller directly to another user’s voice mail. For more information, see [“Direct Mail Transfer” on page 27](#).
  - c Call Park Button** — Press to place a call in a “holding pattern” so it can be retrieved from any other telephone on the system. For more information, see [“Call Park” on page 25](#).
  - d Flash Button** — Use to activate certain features that may be available from your local telephone company, such as Call Waiting.
  - e Release Button** — When using a headset with microphone instead of the handset, use the Release button to end calls. For more information, see [“Release \(Using a Headset\)” on page 29](#).
- 13 Mute Button** — While on a speakerphone call, press the Mute button to turn the speakerphone’s microphone off. The Mute button does not mute the handset. For more information, see [“Mute” on page 22](#).
- 14 Volume Control Buttons** — Press to adjust the volume of the handset, the speaker, or the ringer. For more information, see [“Setting the Volume” on page 22](#).
- 15 Speaker Button** — Press to activate the speakerphone. The indicator above the button lights up when this feature is enabled. For more information, see [“Using the Speakerphone” on page 22](#).
- 16 Redial Button** — Press this to redial the last telephone number or extension you called.
- 17 Conference Button** — Use to establish a single call with up to three additional internal and/or external parties. For more information, see [“Conferencing Other Parties on a Call” on page 21](#).
- 18 Transfer Button** — Use to send a call to another telephone. For more information, see [“Transferring a Call” on page 20](#).

- 19** **Hold Button** — Press to place a caller on hold. For more information, see [“Placing a Call on Hold” on page 19](#).
- 20** **Microphone (located on underside of telephone)** — The microphone activates when the telephone is in speakerphone mode. For best results keep the area around the microphone free of obstructions.

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## The NBX 100 Communication System’s Features

The following descriptions provide an overview of the major features of the NBX 100 Communications System—most of which work directly in conjunction with the NBX Business Telephone.



*Your administrator controls whether or not the following features are available for your telephone or the entire system, so some of these features may not be available to you.*

**Account Codes** — These allow you to keep track of calls associated with a particular client or account. When answering or placing a call, you enter a numeric account code which allows time spent with a client to be tracked, and perhaps associated with a billable account. See [“Account Codes for Call Detail Reporting” on page 24](#).

**Automated Attendant** — This is an automated answering system controlled by your administrator, which gives incoming callers menu options to assist them in reaching the appropriate person or information they are seeking. When the administrator or receptionist activates this feature, incoming calls are answered by the Automated Attendant. For example, incoming calls answered by a receptionist during business hours can be redirected to the Automated Attendant at night.

**Automatic Telephone Relocation** — You can connect your telephone to a different Ethernet jack at a new location on the same local area network without losing your personal and system settings, or your extension number.



*Since your extension and personal settings are associated with your telephone, you cannot swap your telephone with another user’s without first having the administrator re-associate each of you with the other telephone.*

**Caller ID** — Internal Caller ID displays the extension and name of an internal caller on the display panel. External Caller ID provides the same

information for external incoming calls but requires your administrator to subscribe to the service from your local telephone company.



*Availability and service charges for external Caller ID in your area may vary.*

**Calling Groups** — These allow incoming calls to be simultaneously directed to a particular group of telephones. This means the call is more likely to be answered and also means that calls can be directed to a group of users with a particular speciality within an organization. See [“Hunt Groups and Calling Groups” on page 27](#).

**Call Forward** — When you are unable to answer your telephone, all of your calls forward to either your voice mail (default setting), the Automated Attendant, or a telephone number of your choosing. See [“Call Forward” on page 48](#).

**Call Permissions** — Call Permissions are established by the administrator to control the types of calls that can be placed from your telephone. Your Call Permissions can be configured to automatically change depending on the time of day. For example, your administrator can prevent long distance calls from being placed from your telephone after business hours. See [“Call Permissions” on page 48](#).

**Call Pickup** — This allows you to retrieve calls ringing on other user’s telephones from your telephone. There are two types of call pickup, Directed call pickup and Group call pickup. See [“Call Pickup” on page 25](#) and [on page 51](#).

**Delayed Ringing** — This prevents a telephone on a shared line from ringing until an incoming call has rung on other telephones a specified number of times. This allows users, such as supervisors, to work uninterrupted, answering only calls that have not been answered by other users. Although incoming calls initially do not ring audibly, the line’s status light will still flash allowing calls to be retrieved.

**Group Mailboxes** — Group mailboxes are not associated with a particular telephone but allow a group of users to have joint access to a single mailbox. See [“Types of Mailboxes” on page 34](#).

**Hunt Groups** — Hunt groups allow you to establish informal “call centers” which ensure that calls are never missed. Calls ring to one member of the group. If there is no answer, the call rings to the next

member's telephone, and so on until an available member answers the call. See [“Hunt Groups and Calling Groups” on page 27.](#)

**Inspect Caller ID** — Caller ID information of a second incoming call displays briefly on the display panel when you already have a call in progress. You can place the current call on hold to answer the second call or let the second call be answered by your voice mail.

**Internal User Directory** — You use the LCD display on the telephone to find and dial the extensions of other users on the system. You can also access these using NBX NetSet on your computer. See [“Using the Internal User Directory” on page 17.](#)

**Label Maker** — You can create professional-looking labels for your telephone using the label maker available from NetSet or the NBX Resource Pack CD-ROM. You need the Adobe Acrobat Reader to open and edit the label maker; this is available free of charge from the Adobe Web site or the Resource Pack. See [“Telephone and DSS/BLF Label Makers” on page 58.](#)

**Message Waiting Indicator** — The administrator can assign an Access button on your telephone to indicate when there are messages in a phantom, group or normal extension mailbox. This is similar to the MSG button but allows users to access mailboxes other than their own. This feature is also available on the DSS/BLF Adjunct.

**NBX NetSet** — You access this browser-based user interface using Internet Explorer or Netscape. It allows you to modify many of the telephones features including the following:

- Modify your telephone's speed dials
- View your personal settings
- Change your telephone's ringer tone
- Change your call forwarding path
- Arrange Offsite Notification

**One-touch Speed Dials** — One-touch speed dials allow you to directly dial a number at the touch of a button. Pressing a One-touch speed dial without having first picked up the handset activates the speakerphone. You can assign speed dials to any available Access button. See [“Assigning One-touch Speed Dials” on page 54.](#)

**Off Site Notification** — When enabled, this feature sends a notification message to either your pager or an outside telephone number informing you that you have received a voice mail message. You can then retrieve your messages. See [“Off Site Notification” on page 59](#).

**Paging** — You can use your telephone for both internal and external paging. You can broadcast a message over the speaker of every telephone on the system, an external speaker system (if your business is so equipped), or both. See [“Paging” on page 29](#).

**Phantom Mailboxes** — These mailboxes are not associated with a particular telephone but are established to accommodate users who do not have their own NBX Business Telephone. See [“Types of Mailboxes” on page 34](#).

**Ringer Tone Selection** — There are nine different ringing tones available to help you distinguish your telephone from others in noisy areas. Silent Ring prevents your telephone from ringing audibly. See [“Ringer Tones” on page 61](#).

**Speed Dial Lists** — You can access and print a list of up to 99 personal speed dial numbers and a list of up to 100 system-wide speed dial numbers. See [“Printing Speed Dial Lists” on page 56](#).

**Transfer Timeout/Park Timeout** — Depending on how the administrator has set up the system, when you park or transfer a call and it is not answered within a specified amount of time, the call may ring back to your telephone. See [“Call Park” on page 25](#), and [“Transferring a Call” on page 20](#).

**Voice Mail Messages Through Your e-mail** — The NBX 100 allows you to listen to your voice mail using any computer from which you can access your e-mail.



*Your e-mail software must be IMAP-compliant and your computer must be equipped with a sound card and speakers. See your network administrator.*



# 2

## USING THE TELEPHONE

This chapter contains information about the following:

- [Basic Operation](#)
- [Features Not Assigned to a Dedicated Button](#)
- [Dialing Speed Dials](#)



*Many of the NBX Business Telephone's features can be modified using the NetSet browser-based user interface, often with more options available than with using the telephone alone. See ["NBX NetSet" on page 45](#).*

---

### Basic Operation

This section describes the most commonly-used telephone features.

#### Placing an Internal Call


To place an internal call:

- 1 Pick up the handset or press the Speaker button.  
If your telephone defaults to an external line or you have inadvertently chosen one, select an internal line.
- 2 Dial the three or four digit extension number for another user.
- 3 When finished, hang up the handset, or if on speakerphone, press the Speaker button again to end the call.

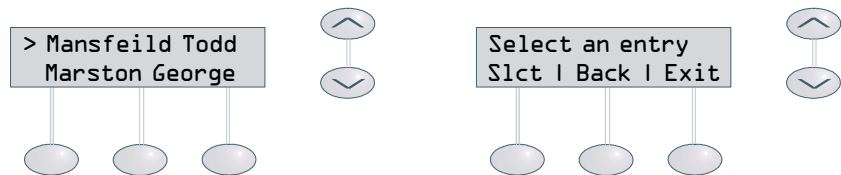
#### Using the Internal User Directory

You can use the internal user directory to quickly access co-worker's extensions, without needing to refer to paper telephone lists. The list updates automatically as users are added or removed from the system and is arranged in alphabetical order, last name first.

To access the internal user directory:

- 1 Press either scroll key to the right of the display panel. The first name in the directory appears in the display panel. Note that the last name is displayed first.
- 2 You can move around the directory as follows:
  - To scroll up and down through the list, press either the up or down scroll button. 
  - Use the dial pad to jump to the first name in the list beginning with a particular letter, for example, press '4' twice to jump to the first name beginning with 'H'.
  - If you do not select a name immediately, the system alternates between the list of names and the menu choices, [Select | Back | Exit].
  - To exit from the system, press the soft button under Exit.
- 3 When you have found the user you want to contact, ensure that the cursor is at that entry, and press the soft button under Select.

**Figure 2** Using the Internal Directory



### Placing an External Call

To place an external call:

- 1 Pick up the handset or press the Speaker button.  
If your telephone defaults to an internal line, dial '9' or '8' to access an external line or select an external line button.
- 2 Dial the number.
- 3 When finished, hang up the handset, or if on speakerphone, press the Speaker button again to terminate the call.

### Answering a Call

To answer an incoming call, lift the handset or press the Speaker button. The display panel displays the name and extension of internal callers.



*Caller ID service from your local telephone company is required for name and number information of external callers.*

### **Answering Behaviors**

- If two calls ring to your telephone at the same time, the call that arrived first is answered when you pick up the handset.
- If you do not answer a call within four rings, the caller is automatically forwarded to your voice mail. To change the number of rings or the call forwarding path, see [“Call Forward” on page 48](#).
- When Forward to Mail is activated, all incoming calls are forwarded to your voice mail after one ring. However, you still have the opportunity to answer the call during that ring. For more information, see [“Forwarding Callers to Voice Mail” on page 42](#).
- If another call comes in while you already have a call in progress, your telephone rings once to alert you, and then the name and extension of internal callers appear briefly in the display panel. The call can be retrieved as long as the line’s status light is still flashing.
- You can activate the Handsfree Answer on Intercom feature to have internal calls sent to your speakerphone. Your telephone notifies you with an alert tone, and then the speakerphone automatically activates for a hands-free conversation. For more information, see [“Handsfree Answer on Intercom” on page 21](#).



*Calls that come in to your telephone through your extension follow the coverage path that you have set up. Calls that come in to your telephone through Hunt groups and Calling groups follow the coverage path set up for that group.*



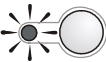
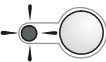
### **Placing a Call on Hold**

To place a call on hold, press the Hold button. To return to the call, press the Access button from which the call originated.

### **Status Lights**

The indicator for each Access button shows you the button’s status at a glance. [Table 4](#) shows the meaning associated with each light pattern.

**Table 4** Status Lights

Light	Meaning
 none	The line is available for use.
 steady	The line is in use.
 flashing	The line is ringing.
 slow blink	The line is on hold.

## Transferring a Call

The Transfer feature allows you to send a call from your telephone to any other internal line and, if your call permissions allow, to outside lines as well. For more information, see [“Call Permissions” on page 48](#).

You can transfer a call in two ways: by announcing the transfer or by sending a blind transfer.

### Announced Transfer

With an announced transfer, you notify the recipient that you are about to send them a call before completing the transfer. This allows the recipient to refuse to take the call.

To announce a transfer:

- 1 While on a call, press the Transfer button. The system automatically places the caller on hold and selects a new line.
- 2 Dial the number to which you want to transfer the call.
- 3 Announce the call when the recipient answers the telephone. If the recipient does not want to take the call, you can retrieve it by pressing the Access button from which the call originated, otherwise continue with step 4.
- 4 Press the Transfer button again to complete the transfer, and then hang up the handset.

### Blind Transfer

With a blind transfer you transfer the call without notifying the recipient.

To send a blind transfer:

- 1 While on a call, press the Transfer button. The system automatically places the caller on hold and selects a new line.
- 2 Dial the number to which you want to transfer the call.
- 3 Press the Transfer button as soon as you hear ringing, and then hang up the handset.

### **Conferencing Other Parties on a Call**

You can conference up to four parties, including yourself. The other three parties can be any combination of internal and external calls.

To place a conference call:

- 1 While on a call, press the Conference button. The system automatically selects a new line and places the other party on hold.
- 2 Place a call to another party, wait for that party to answer the call and press the Conference button again.

Until the Conference button is pressed a second time, the first party is on hold and you may converse with the second party privately.

- 3 Repeat steps 1 and 2 to conference in a fourth party.

### **Conference Call Behaviors**

- To place a conference call on hold, press the Hold button. The other parties can talk among themselves but they cannot hear you. (When a conference call is placed on hold, there is no music-on-hold.)
- To place a conference call on speakerphone, simply press the Speaker button. Pressing the Mute button turns the microphone off. The conference parties cannot hear you but you can hear them.
- To transfer a conference call to another telephone, press the Transfer button. Dial the number you want to transfer the call to and then press the Transfer button again. All parties are transferred.

### **Handsfree Answer on Intercom**

Activating this feature allows you to answer internal (intercom) calls without picking up the handset. The telephone will sound an alert tone to notify you of the incoming call while activating the speakerphone for a handsfree conversation.



*External calls ring to your telephone in the usual manner.*

To enable this feature, press the Handsfree button—the indicator to the left of the button lights up.

**Mute** When on speakerphone, press the Mute button to turn off the microphone. You can hear the other party but they cannot hear you. Press the Mute button again to turn the microphone back on.

The indicator to the left of the button lights up when this feature is enabled.



*The Mute button does not mute the handset.*

**Redialing a Call** Press the Redial button to automatically redial the last number you called. You can either pick up the handset and press Redial, or simply press Redial to automatically activate the speakerphone as the number is being redialed.

**Using the Speakerphone** Press the Speaker button to activate the speakerphone. You can do this before dialing the call or during a call in progress. Picking up the handset while on speakerphone turns the speakerphone off and allows you to resume the conversation using the handset.

**Setting the Volume** Use the volume control buttons to raise or lower the volume of the handset, the speaker, or the ringer.

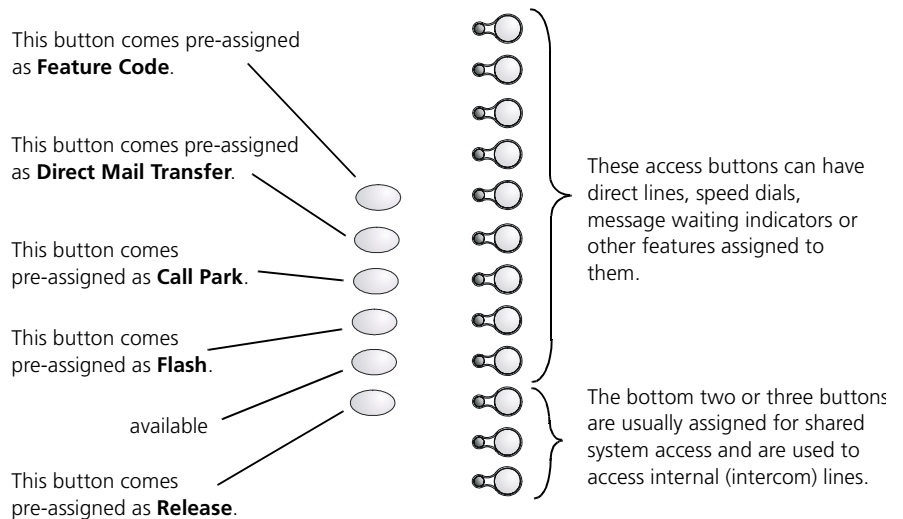
- **Handset Volume** — To raise or lower the volume of the handset, lift the handset and press the volume control buttons repeatedly until the desired volume is achieved. This can be done during a conversation or by listening to the dial tone for an indication of volume.
- **Speaker Volume** — To raise or lower the volume of the speaker, press the Speaker button and then press the volume control buttons repeatedly until the desired volume is achieved. This can be done during a conversation or by listening to the dial tone for an indication of volume.
- **Ringer Volume** — To raise or lower the volume of the ringer, press the volume control buttons repeatedly while your telephone is ringing until the desired volume is achieved.

## Features Not Assigned to a Dedicated Button

The administrator can assign additional features to available Access buttons on all telephones or certain groups of telephones on the system. In addition, some of these Access buttons may be available to you for assigning One-touch Speed Dials.

The [Figure 3](#) shows features as they are assigned to Access buttons from the factory. The One-touch Speed Dials screen in NetSet shows your telephone's current button mappings. See, "[Assigning One-touch Speed Dials](#)" on page 54.

**Figure 3** Access Buttons



## Using Feature Codes

You can access any features that have not been assigned to your telephone while the handset is off-hook by pressing the Feature Code button (See [Figure 3 on page 23.](#)) and then entering the relevant feature code. The following are codes for features that you may find useful.

**Table 5** Feature Codes

Feature	Code	Then...
Account Codes	888	Enter the account code and press #
Call Park	444	Enter a call park extension

**Table 5** Feature Codes (continued)

Feature	Code	Then...
Call Pickup		
Direct Call Pickup	455	Enter the telephone's extension
Group Call Pickup	456	Enter the Call Pickup Group number
Direct Mail Transfer	441	Enter the telephone extension to which you want to transfer the call
Flash	260	Enter the code provided by your local telephone company.
Hunt Groups and Calling Groups	840	Enter the hunt group number and then the group's password

The Paging Feature Codes are dialed directly. You do not press the Feature Code button to access them.



*The Paging codes can be changed by the administrator.*

**Table 6** Default Paging Feature Codes

Paging Feature	Code	After Dialing...
External Paging	620	Speak into the handset
Internal Paging	621	Speak into the handset
Internal and External Paging	622	Speak into the handset

### Account Codes for Call Detail Reporting

Account codes allow you to keep track of calls associated with a particular client or account. This allows you to accurately bill individual clients for the time spent on the telephone with them. You can use the Account Code feature when placing and receiving calls.

To activate an account code:

- 1 While on a call, press the Feature Code button followed by 888 or, if available, press the Access button assigned as Account Code.
- 2 Enter the numeric account code associated with the current client—this can be up to 64 digits in length—then press #.



The call is then logged using the account code and appears in the Call Detail Reports. Call reports can then be used to bill customers for time that was spent assisting them over the telephone.



*The system does not verify the account code you enter, so ensure that the code you enter is valid.*

### **Call Park**

Call Park allows you to place a call in a “holding pattern” and make it available for someone else to pick up from any telephone on the system. You can use the internal and/or external paging feature to announce the call to all users and the recipient can then retrieve the call by entering the Call Park extension given during the announcement. This feature is useful when the recipient is not at their telephone, or when you want to continue a call on another telephone and transferring the call does not give you enough time to retrieve it.

When parking a call, you assign it a three-digit Call Park Extension which is then used to retrieve it. If the call is not answered within 3–4 minutes of being parked (this can be adjusted by the administrator), it rings back to the original telephone.

To park a call:

- 1** While on a call, press the Access button assigned to “Call Park”.

If Call Park has not been assigned to your telephone, it can still be accessed by pressing the Feature Code button, followed by 444. For more information, see [“Using Feature Codes” on page 23](#).

- 2** Use the dial pad to enter a Call Park extension.

If you select a call park extension that is already in use, the display panel displays “Park Cancelled” and the call rings back to your telephone. You can then try another Call Park extension.

To retrieve a parked call:

- 1** Pick up the handset of any telephone on the system.
- 2** Dial the Call Park extension assigned to the call.

### **Call Pickup**

Call Pickup allows you to retrieve a call ringing on another telephone. This feature is best arranged in advance when a scenario exists where a user knows that it would be convenient or necessary to retrieve calls ringing to other telephones.

You can retrieve a call ringing on another user's telephone only if that user and you are both members of the same Call Pickup group, or that user is a member of a Call Pickup group that allows "non-member pickup." You can view which group(s) you are a member of through the *Call Pickup* screen in NetSet, see ["Call Pickup" on page 51](#).

There are two types of call pickup:

- **Directed Call Pickup** — Allows you to retrieve a call ringing to a specific telephone.
- **Group Call Pickup** — Allows you to retrieve a call ringing to any one of a group of telephones.

There are three ways pickup a call ringing on another telephone using either Group or Directed Pickup:

- Press the Feature Code button, enter the appropriate feature code (455 for directed pickup and 456 for group pickup.) and then dial either the group number or the user's extension.
- Press the Feature Code button and then enter the group number or the directed pickup code.
- Press an Access button assigned with a one-touch group or directed pickup extension. Your administrator must assign one of the Access buttons as a one-touch pickup for your telephone.

### **Directed Call Pickup**

To retrieve a call ringing on someone else's telephone using the feature code:

- 1 Pick up the handset.
- 2 Press the Feature Code button followed by 455, or if available, press the Access button assigned for Directed Pickup.
- 3 Enter the extension number of the telephone that is ringing. The call is now directed to your telephone.

### Group Call Pickup

To retrieve a call ringing on group members telephone's using the feature code:

- 1 Pick up the handset.
- 2 Press the Feature Code button followed by 456, or if available, press the Access button assigned for Call Pickup.
- 3 Enter the group number. The call is now directed to your telephone.

### Direct Mail Transfer

This feature allows you to transfer a caller directly to another user's voice mail without requiring them to wait through ringing or interrupting the recipient.

To directly transfer a caller to another user's voice mail:

- 1 While on a call, press the Access button assigned to "Direct Mail Transfer." Direct Mail Transfer comes preassigned to an Access button, as shown in [Figure 3 on page 23](#).
- 2 Dial the extension of the recipient whose voice mail you want to transfer the call.
- 3 Hang up the handset.



*Calls transferred to a user's mailbox using Direct Mail Transfer are always directed into the mailbox, even if the other user has chosen to forward their calls to another number.*

### Flash

Flash is used to activate certain features that may be available from your local telephone company, such as Call Waiting.

### Hunt Groups and Calling Groups

Hunt groups allow you to establish informal "call centers" which ensure that calls are never missed. An incoming call rings to a member of the hunt group. If that member is not available to answer the call the system "hunts" for another member of the group until the call is answered or forwarded to the group call coverage path. For example, if there are no available members of the hunt group, the call might be forwarded to a group mailbox.

Another type of group is a Calling group. Calling groups allow incoming calls to be simultaneously directed to a particular group of telephones. This means the call is more likely to be answered and also means that

calls can be directed to a group of users with a particular speciality within an organization.

Hunt groups can either be static or dynamic. When a user is a member of a static hunt group, they are always part of that group along with the other members. With a dynamic hunt group, members must log in to the group to be part of it. Hunt groups can also be configured so that when members step away from their desk and a hunt group call comes in to their telephone and goes unanswered, the member is logged out of the group so that further calls do not ring to an unattended telephone.

Use NetSet to determine which hunt groups you belong to, see [“Hunt Groups” on page 49](#).

To log in to a hunt group using the telephone:

- 1 Pick up the handset.
- 2 Press the Feature Code button followed by the Hunt group number. (Hunt group numbers range from 850 - 879.)
- 3 Enter the hunt group password and then press #.

To log out of the hunt group, press the Feature Code button followed by the hunt group number.

Your administrator can map a particular hunt group to an Access button. If this is the case, press the Access button and enter the password to log in or out of the hunt group. The indicator to the left of the button lights up to let you know that you are logged in.



*If you have logged in to a dynamic Hunt group, and then do not answer a call when it rings on your telephone, the system automatically logs you out.*



*Calls that come in to your telephone through your extension follow the coverage path that you have set up. Calls that come in to your telephone through Hunt groups and Calling groups follow the coverage path set up for that group.*

NetSet can also be used to log in and out of Hunt groups, as well as be used to view which groups you belong to and who the other members are. See [“Hunt Groups” on page 49](#).

**Paging** Paging allows you to broadcast a message internally through the speakerphones of NBX phones not currently on a call, externally through a paging amplifier, or both simultaneously.

You access the paging system by dialing one of three reserved extensions.

### **Internal Paging**

Internal paging allows you to broadcast a message over the speaker of every telephone on the system.

To page internally:

- 1 Pick up the handset.
- 2 Dial 621 (the Internal Paging extension).
- 3 Speak into the handset.
- 4 When finished, hang up the handset to end the broadcast.

### **External Paging**

If your business is equipped with a paging amplifier and speaker system connected to the NBX 100 Communications System, you can broadcast a message over the speakers by dialing the external paging extension and speaking into the handset or the speakerphone's microphone.

To page externally:

- 1 Pick up the handset.
- 2 Dial 620 (the External Paging extension).
- 3 Speak into the handset.

When finished, hang up the handset to end the broadcast.

### **Simultaneous Paging**

To page externally and internally simultaneously:

- 1 Pick up the handset.
- 2 Dial 622 (the simultaneous paging extension).
- 3 Speak into the handset.

### **Release (Using a Headset)**

When using a headset with a microphone instead of the handset, use the Release button to end calls instead of placing the handset on the hook each time.

When using a headset, either the headset or the headset's amplifier is plugged into the handset cord's receptacle on the telephone's underside. Although the handset may then be plugged into the amplifier so that either the headset or handset may be used, the handset must be removed from the cradle when using a headset.

- To place and end calls using a headset, select an available line button and place the call as usual.
- To end a call using a headset, press the Release button.

---

## Dialing Speed Dials

There are three types of speed dials available:

- One-touch
- Personal
- System-wide

To see which speed dials are already assigned to your telephone, look at your telephone's current button mappings using the One-touch Speed Dials screen in NetSet. See ["Assigning One-touch Speed Dials" on page 54](#).

### One-touch Speed Dials

A One-touch speed dial is a telephone number that is dialed automatically by pressing the Access button assigned to it by you or the administrator. Pressing a One-touch speed dial without having first picked up the handset activates the speakerphone. For instructions on assigning One-touch speed dials to your telephone using NetSet, see ["Assigning One-touch Speed Dials" on page 54](#).

### Personal Speed Dials

You can create a list of up to 99 Personal speed dials. These are available only from the telephone for which they were created, and are especially useful when there are no available Access buttons for assigning One-touch speed dials. You can create, view and print a Personal speed dial list through NetSet. For more information, see ["Assigning Personal Speed Dials" on page 55](#).

To use a Personal speed dial:

- 1 Pick up the handset or press the Speaker button.
- 2 Press the Access button assigned for "Feature Code."
- 3 Enter the three-digit speed dial code for the number you want to dial.

Personal speed dial codes range from 601–699 and are assigned sequentially by the system each time you create a speed dial. If you enter a speed dial code that has no number assigned to it, the display panel returns the message “No number stored.”

### **System-wide Speed Dials**

System-wide speed dials are set by the administrator for numbers that are frequently dialed by most users. The System-wide speed dial list can be accessed through NetSet and is available to all users on the system.

To use a System-wide speed dial:

- 1 Pick up the handset or press the Speaker button.
- 2 Press the Access button assigned for “Feature Code” (as shown in [Figure 3 on page 23](#)).
- 3 Enter the three-digit speed dial code for the number you want to dial.

System-wide Speed Dial codes range from 700–799. If you enter a speed dial code that has no number assigned to it, the display panel returns the message “No number stored.”





# 3

## APX VOICE MESSAGING

One of the standard features of the NBX 100 Communications System is the Advanced PowerMail eXchange Voice Messaging System. This allows callers to leave voice mail messages in your “mailbox” when you are not able to answer your telephone. You can then listen to, save, and forward those messages from any touchtone telephone. APX Messaging also allows you to retrieve your voice mail through your e-mail.

In addition, you can use NetSet to arrange automatic notification of voice mail messages left in your mailbox with the Offsite Notification feature. See [“Off Site Notification” on page 59](#).

This chapter contains information about the following:

- [Types of Mailboxes](#)
- [Setting Up Your Voice Mail](#)
- [Listening to Messages](#)
- [Listening to Messages Remotely](#)
- [Replying to a Message](#)
- [Forwarding a Message with Comments](#)
- [Creating and Sending a Message](#)
- [Creating Group Lists](#)
- [Forwarding Callers to Voice Mail](#)
- [Accessing Voice Mail Messages Through Your E-mail](#)

---

## Types of Mailboxes

The NBX 100 Communications System provides access to three types of mailboxes:

- **Personal Mailbox** — This type of mailbox is associated with a particular telephone.
- **Group Mailbox** — The system administrator sets up this type of mailbox. It is usually associated with a group of users rather than with a particular telephone. For example, groups such as sales personnel could benefit from having access to a communal mailbox. Users who access group mailboxes may also have personal mailboxes of their own.
- **Phantom Mailbox** — Phantom mailboxes are similar to group mailboxes in that they are not associated with a particular telephone. They are often used by workers who do not have a telephone of their own.

---

## Setting Up Your Voice Mail

There are three steps involved in setting up your voice mail:

- **Setting your password** — When your telephone is first installed, your voice mail mailbox has no password. To prevent anyone else from listening to your messages you must set a password. This is the same password used to change your telephone's personal settings through NBX NetSet, and you can change it from either your telephone or from NetSet.
- **Recording your name announcement** — Your name announcement identifies your mailbox and extension to other users in the Internal User Directory.
- **Recording your personal greeting** — Your personal greeting is played to callers when they reach your voice mail. Change your greeting as often as necessary to let callers know that you will be away from your desk for an extended period, or to inform them that you have gone on vacation, etc.



*These steps apply when you are setting up personal, group or phantom voice mail messages.*

When you access the voice messaging system for the first time by pressing the Message button, you are prompted to follow these steps.

To set up your voice mail:

- 1 Pick up the handset and press the Message button. You are then prompted to enter a personal password.
- 2 Enter a 4 to 10 digit password, and then press #.
- 3 Press '1' to save the password, or '2' to change the password. You are then prompted to record your name announcement.
- 4 Speak your name clearly into the handset's receiver, and then press #.

**Example: John Smith, extension 200 .**

- 5 Press '1' to save your name announcement, or '2' to re-record your name announcement. You are then prompted to record your personal greeting.
- 6 Record your greeting after the tone, and then press #.

**Example: Hello, you have reached \_\_\_\_\_ (name) \_\_\_\_\_ of \_\_\_\_\_ (company) \_\_\_\_\_. I am unavailable to take your call at the moment, please leave your name, number and a brief message after the tone and I will return your call as soon as possible.**

- 7 Press '1' to save your greeting or '2' to re-record your greeting.

The voice prompt will verify that you successfully set up your voice mail by saying, "Your account is active and ready to receive messages."

---

## Listening to Messages

When there are messages in your mailbox, the indicator to the left of the Message button lights up and the display panel shows the total number of messages, for example, "3 Msgs 2 New." After listening to messages, you should either save them or delete them to clear them from the New Messages Queue.



*Your administrator can assign a Message Waiting Indicator to an Access button to allow you to access the voice mail from a group mailbox. If there are messages in the mailbox assigned to this button, the indicator to the left of the Access button lights up.*

To listen to your messages:

- 1 Pick up the handset and press the Message button to access the voice messaging system.  
If you are using a telephone other than your own, press \* after pressing the Message button, and then enter your extension.
- 2 Enter your password and then press #.
- 3 Press '1', and the system plays all new messages in the order they arrived.

Choose from the following options:

- 1 Press to repeat the previous message.
- 2 Press to save the message.
- 3 Press to delete the message from your mailbox.
- 4 Press to reply to the message.
- 5 Press to forward the message.
- 6 Press for Envelope Options.
- 7 Press to backup in current message 5 seconds.
- 9 Press to move ahead in current message 5 seconds.
- # Press to skip to the next message.
- \* Press to return to the main menu.

---

## Listening to Messages Remotely

You can listen to your messages from any telephone, from any location, by calling your business's main telephone number, and accessing the voice messaging system with your extension and password.

To listen to your messages remotely:

- 1 Call your business's main telephone number.
  - If the receptionist answers your call, ask to be forwarded to your voice mail, then press \*, and continue with step 2.
  - If the Automated Attendant greets your call, Press \* twice to access the voice messaging system, continue with step 2.



*The \* button is the default for accessing the Voice messaging system remotely, however, the administrator may have changed this, so listen to the voice prompts.*

- 2 Enter your extension. Your name announcement plays.
- 3 Enter your password and then press #.
- 4 Press '1', and the system plays all new messages in the order they arrived.

Choose from the following options:

- 1 Press to replay the previous message.
- 2 Press to save the message.
- 3 Press to delete the message from your mailbox.
- 4 Press to reply to the message.
- 5 Press to forward the message.
- 6 Press for Envelope Options.
- 7 Press to backup in current message 5 seconds.
- 9 Press to move ahead in current message 5 seconds.
- # Press to skip to the next message.
- \* Press to return to the main menu.

## Envelope Options

Envelope Options provide date, time and sender information for messages that have been left in your mail box. To access Envelope

Options, press '6' while, or after listening to a message and choose from the following options:

- ① Press for date and time information.
- ② Press for sender information.
- ④ Press for information regarding a previous message.

---

## Replying to a Message

After listening to a message, you can send a reply to just the originator or all recipients of the original message. You can also add recipients to the reply list.



*If a message is marked Private, a reply can be sent only to the user who sent the message.*

To reply to a message:

- 1 Press '4' after listening to the message.
- 2 Record your reply after the tone.
- 3 Press # to end the recording.

Choose from the following options:

- ① Press to reply to the sender.
- ② Press to re-record the message.
- ④ Press to listen to the message again.
- ⑨ Press to select a delivery option.
- \* Press to cancel the message.

---

## Forwarding a Message with Comments

After listening to a message, you can forward it to other users on the system with your comments. Your comments will introduce the message to the other user(s).








*If a message is marked Private, it cannot be forwarded.*

To forward a message with comments:

- 1 Press '5' after listening to the message.
- 2 Record an introductory comment after the tone and then press # when finished.
- 3 Enter the extension or mailbox number(s) of the recipient(s), or group list number, and then press #.

Choose from the following options:

-  Press to send the message.
-  Press to re-record the message.
-  Press to review the introductory comment.
-  Press to select a delivery option.
-  Press to cancel the message.

---

## Creating and Sending a Message

You can record a message and send it directly to the recipient's mailbox without actually placing a call. You can enter the extension(s) of the recipient(s) or use a predefined group list. For more information, see ["Creating Group Lists" on page 41](#).

To create and send a message:

- 1 Press the Message button to access the voice messaging system.
- 2 Enter your password and then press #.
- 3 Press '2' to select Create and Send Message.
- 4 Record your message, and then press # to end the recording.
- 5 Enter the extension(s) or mailbox number(s) of the recipient(s), or a group list number, and then press #.

Choose from the following options:

- 1 Press to send the message.
- <sup>abc</sup>2 Press to re-record the message.
- <sup>def</sup>3 Press to review the message.
- <sup>wxyz</sup>9 Press to select a delivery option.
- \* Press to cancel the message.

---

## Message Delivery Options

When you leave a message in someone else's mailbox you have the option to leave it as a Normal, Private, or Urgent message. If you do not select a delivery option, your message will be sent as a Normal message.

- **Private Messages** — Sending a message as Private prevents the recipient from forwarding the message to others.
- **Urgent Messages** — Normally, incoming messages are arranged in a mailbox from the oldest to newest message. Urgent messages, however, are sent to the top of the recipient's message queue, ensuring that the message is heard first. In addition, when users have Offsite Notification setup, they can choose to be notified when receiving urgent messages only.

To select a message delivery option:

- 1 Press # after you have finished recording your message.
- 2 Press 9 for Message Delivery Options after recording a message.

Choose from the following options:

- 1 Press to mark the message as Urgent.
- <sup>abc</sup>2 Press to mark the message as Private.



---




## Creating Group Lists

A group list is a collection of extensions and/or mailbox numbers assigned a special “group number.” By using this group number, you can send a message to everyone on the list at one time.

To create a group list:

- 1 Pick up the handset and press the Message button to access the voice messaging system.
- 2 Enter your password and then press #.
- 3 Press '9' for Mailbox Options.
- 4 Press '3' to select Group Lists.
- 5 Press '2' to select Create Group.
- 6 Enter a two-digit Group Number. This can be any two numbers you want.
- 7 Record a name for the group after the tone, and then press #.
- 8 Press '1' to save the group name, '2' to change the group name, or \* to exit without saving.
- 9 Enter the extensions and/or mailbox numbers of other users on the system that you want to add to this group list.

Choose from the following options:

-  Press to save the group list.
-  Press to cancel creation of a group.
-  Press *twice* to go to the previous menu.

## Modifying Group Lists

You can review each of your group lists and add or remove members, or you can delete a group list entirely.

To modify a group list:

- 1 Pick up the handset and press the Message button to access the voice messaging system.
- 2 Enter your password and then press #.
- 3 Press '9' for Mailbox Options.
- 4 Press '3' to select Group Lists.

Choose from the following options:

- 1 Press to review your list of groups.
- 2 Press to create a group.
- 3 Press to delete a group.
- 4 Press to review or change the members in a group.
- \* Press to return to the main menu.

---

### Forwarding Callers to Voice Mail

To forward incoming calls immediately to your voice mail after one ring, press the Forward to Mail button. The indicator to the left of the button lights up to show that this feature has been enabled. When a call comes in, the telephone rings once to notify you—giving you an opportunity to answer the call—and the caller is then sent to your voice mail.

To disable this feature, press the Forward to Mail button again. When Forward to Mail is turned off, callers will not be forwarded to your voice mail until the telephone has rung four times.

You can use NetSet to change the number of rings required before the call forwards and to change the forwarding path to either the Automated Attendant or a telephone number of your choosing. For more information, see [“Call Forward” on page 48](#).

---

### Accessing Voice Mail Messages Through Your E-mail

You can listen to your voice mail from any computer which allows you to access your e-mail. (Your e-mail software must be IMAP compliant.) Voice mail messages are sent as sound files, so your computer must have a sound card installed. (See your administrator for further assistance.)

---

### Changing Your Password

Since the password for accessing your voice mail is the same as that used to access NetSet, it can be changed from either your telephone or through NetSet. See [“Changing the Password” on page 59](#) for instructions on changing your password through NetSet.

To change your password using the telephone:

- 1 Pick up the handset and press the Message button.
- 2 Enter your password and then press #.
- 3 Press '9' for mailbox options.
- 4 Press '2' to select Change Password.
- 5 Enter your *new* 4 to 10 digit password, and then press #.
- 6 Press '1' to save the new password or '2' to change the password again.

**Security Tips**

- Never give out your password to anyone.
- Do not use passwords that are easily identifiable with you, such as your birth date, license number, etc.
- Avoid simple passwords such as, 1234, 0000, etc.
- Longer passwords are more secure.
- Change your password often.



# 4

## NBX NETSET

NetSet is a browser-based user interface for viewing and changing your telephone's personal settings, such as speed dials, ringer tone, call forwarding path, and Off Site Notification. You can also use NetSet to access the internal user directory to find extensions of other users on the system.

All you need is a computer connected to your business's local area network (LAN) and a web browser.



*Although a web browser is used to view NetSet over your business's LAN, you do not need Internet access to use NetSet.*

NetSet is best viewed using one of the following browsers:

- Microsoft Internet Explorer version 4.0 or later.
- Netscape Navigator version 4.0 or later.

NetSet allows you to view and change information in the following areas:

- User Information
- Ringer Tones
- Speed Dials
- Internal User Directory
- APX Messaging

---

### Starting NBX NetSet

You access NBX NetSet through a web browser as if you were visiting a Web site on the Internet; however, you do not need to have Internet access.

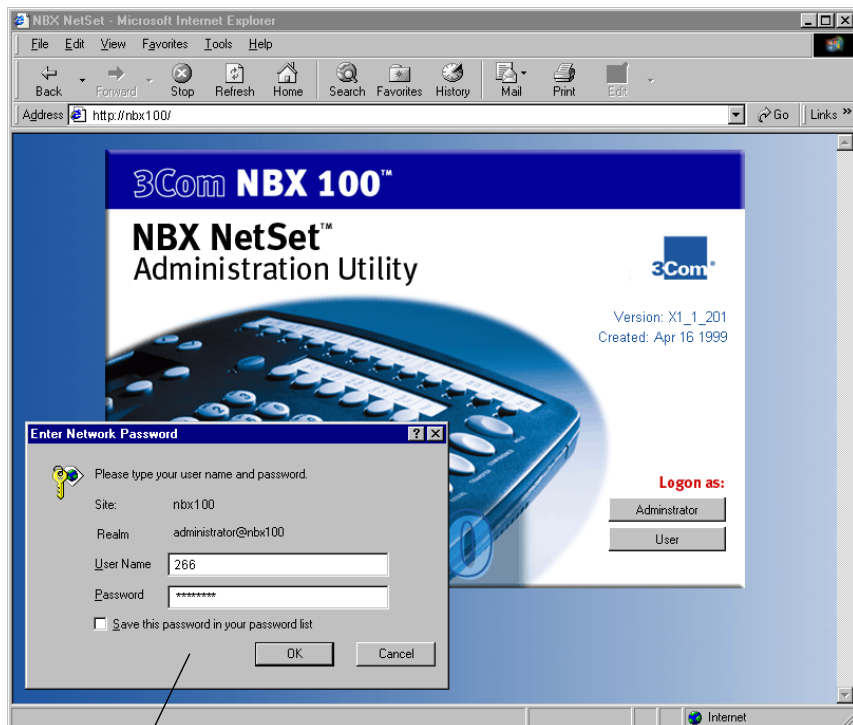
To start NetSet:

- 1 Start a web browser on a computer connected to your business's LAN.
- 2 Type the NetSet "web address" (supplied by your administrator) in the *Address* field, and then press *Enter*.
- 3 Login as *User* by clicking the *User* button on the Login screen that appears in your browser.

The password dialog box then appears on the screen.

- 4 Enter your username—this is your telephone's three-digit extension.
- 5 Enter your voice mail password, and then press *Enter*.

**Figure 4** NBX NetSet Login Screen



Enter your telephone's extension in the username field, and enter your voice mail password in the password field, then click OK.

The NetSet password is the same password used for accessing your voice mail through the APX Voice Messaging System. It can be changed from

either your telephone or NetSet. If you have not yet set a password, you must first do so by setting up your voice mail. For more information, see [“Setting Up Your Voice Mail” on page 34.](#)



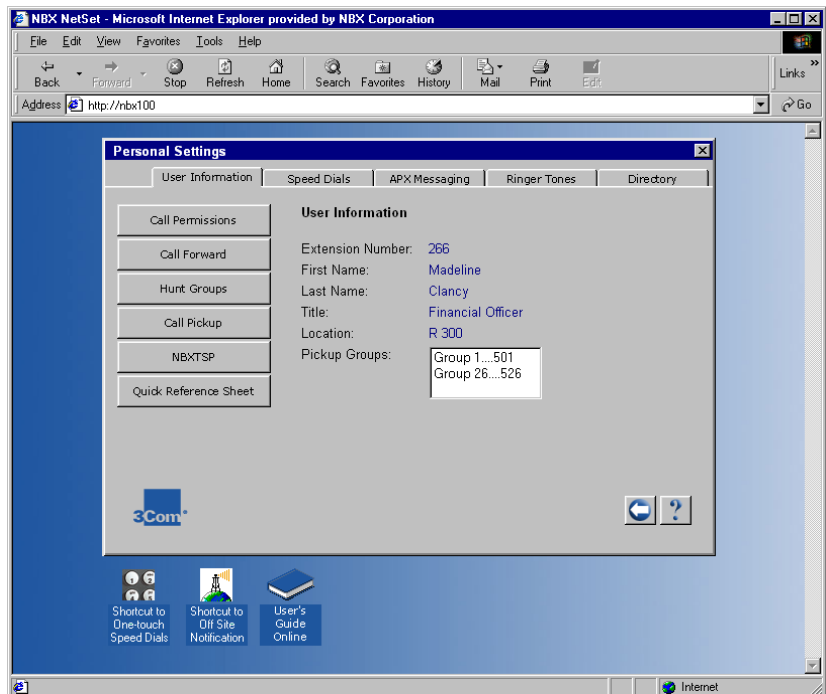
*When you have finished using NetSet, close all open browsers. Web browsers cache (save) passwords and closing your browser clears this cache, preventing others from accessing and changing your telephone's personal settings.*

## User Information

The User Information screen displays your personal information. This information is available to other users through the internal user directory and can be modified only by your administrator. This screen is also used to access the following functions:

- Call Permissions
- Call Forward
- Hunt Groups & Calling Groups
- Call Pickup Groups
- NBX TAPI Service Provider
- Quick Reference Sheet

**Figure 5** User Information Screen



**Call Permissions** Use Call Permissions in NetSet to view which types of calls and features are allowed on your telephone. These settings can only be changed by the administrator. In addition, the administrator can set different permissions different times of the day such as, open, closed, lunch or other time periods.

To view your call permissions:

- 1 Login to NetSet as a User.
- 2 Select the *User Information* tab, then click the *Call Permissions* button.

**Call Forward** Use Call Forward to select where you want your calls routed when you are unable to answer your telephone. Your calls can be forwarded to your voice mail (default setting), the Automated Attendant, or a telephone number of your choosing. You can also select how many times you want the telephone to ring before the call is forwarded. This is can be used to give yourself more time to answer a call, or prevent your telephone from ringing too many times and disturbing others. The default setting is four rings.

Also see [“Forwarding Callers to Voice Mail” on page 42.](#)

To change your call forwarding path and the number of rings before your calls forward:

- 1 Login to NetSet as a User.
- 2 Select the *User Information* tab, then click the *Call Forward* button.
- 3 Select either, Voice Mail, Automated Attendant, or Phone Number from the Call Forward screen.
  - When selecting Automated Attendant, choose an attendant from the pull-down list.
  - When selecting Phone Number, enter a phone number in the Phone Number field. Do not use parenthesis, dashes or spaces. For external calls, start by entering a 9 (or 8) and then a comma to access an outside line (e.g., 9,2813451212 dials (281) 345-1212). The telephone number you choose may be limited by your Call Permissions. For example, you may be allowed to forward calls only to toll-free telephone numbers or only to internal extensions.
- 4 Select how many time you would like your phone to ring before calls are forwarded (the default is 4).
- 5 Click *OK*.





*If you change the default setting from voice mail, all of your calls are then forwarded to the new location when you are not available to answer your telephone. Callers are unable to reach your voice mail unless forwarded to your voicemail by another user through a Direct Mail Transfer.*



*When you forward your calls to another user's telephone and they are not at their desk, your calls will then be forwarded to the call forwarding path that they have set. If that user has set your telephone number as their call forwarding path, then any incoming calls will forward back and forth between the two telephones.*

## **Hunt Groups**

Hunt groups allow you to establish informal "call centers" which ensure that calls are never missed. An incoming call rings to a member of the hunt group. If that member is not available to answer the call the system "hunts" for another member of the group until the call is answered or forwarded to the group call coverage path. For example, if there are no available members of the hunt group, the call might be forwarded to a group mailbox.

Another type of group is a Calling group. Calling groups allow incoming calls to be simultaneously directed to a particular group of telephones. This means the call is more likely to be answered and also means that calls can be directed to a group of users with a particular speciality within an organization.

Hunt groups can either be static or dynamic. When a user is a member of a static hunt group, they are always part of that group along with the other members. With a dynamic hunt group, members log in and out of the group. Hunt groups can also be configured so that when members step away from their desk and a hunt group call comes in to their telephone and goes unanswered, the member is logged out of the group so that further calls do not ring to an unattended telephone.

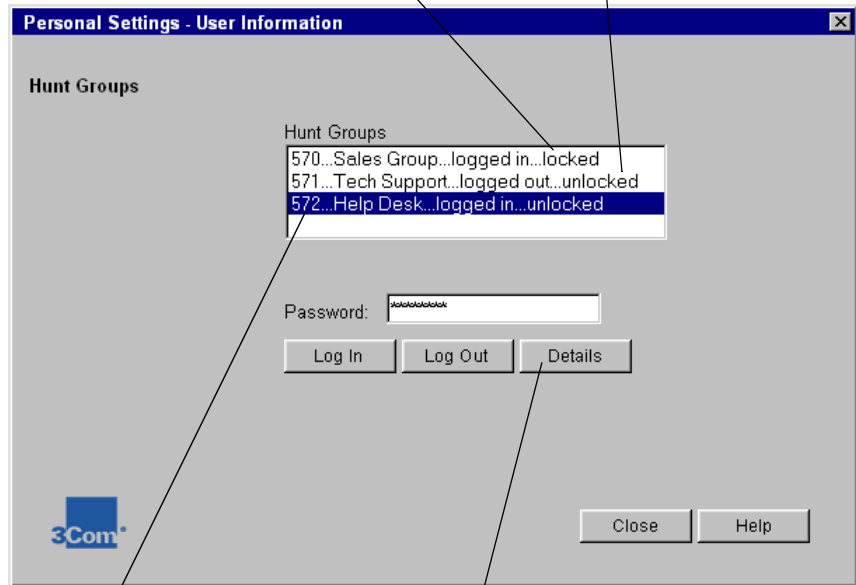
To log in to a hunt group:

- 1** Login to NetSet as a User.
- 2** Select the *User Information* tab, then click the *Hunt Groups* button.
- 3** Select the hunt group or calling group to which you want to log in.
- 4** Enter the password for that hunt group, and click *Login*.

**Figure 6** Hunt Groups Screen

Locked means that you cannot log out of the group. You always receive calls that come in to this Hunt group.

Unlocked means that you can log in and out of the group as required.



This is the extension to which the calls are coming in, not the Hunt group number.

Select a group and then click the Details button to view which users belong to a group.

Your administrator may have mapped a particular hunt group to an Access button. If this is the case, the indicator to the left of the button lights up when you are logged in to the hunt group.



*If you have logged in to a dynamic hunt group, and then do not answer a call when it rings on your telephone, the system automatically logs you out.*



*Calls that come in to your telephone through your extension follow the coverage path that you have set up. Calls that come in to your telephone through Hunt groups and Calling groups follow the coverage path set up for that group.*

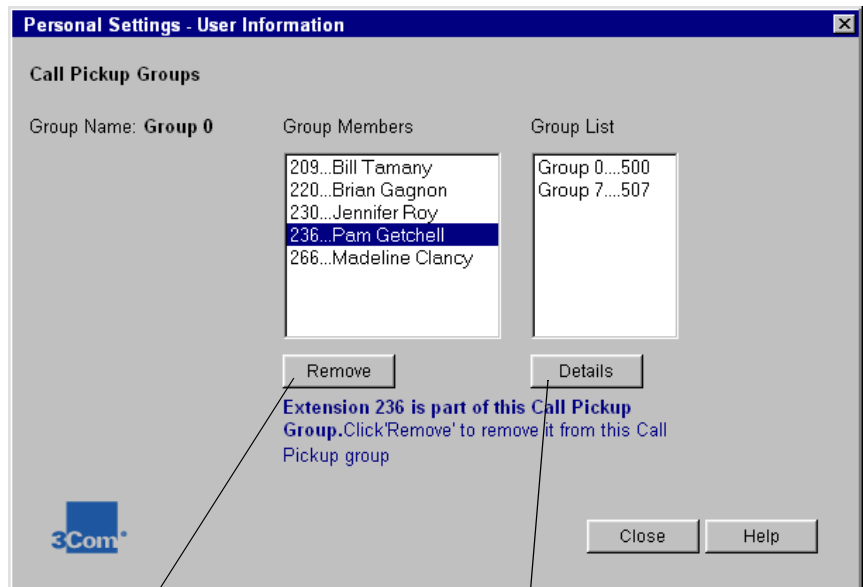
## Call Pickup

Call pickup allows you to answer a call ringing on any telephone belonging to a Call Pickup Group. In order for you to retrieve that call, you must also be a member of the same group, *or* that user must be a member of a Call Pickup group that allows “non-member pickup.” You can view which group(s) you are a member of through the *Call Pickup* screen in NetSet.

There may also be a default group (500), which allows anyone to pick up a call ringing on any telephone. You can add or remove your telephone extension from this default group to allow or prevent others from picking up calls ringing to your telephone.

A similar feature, **Directed Pickup** allows you to retrieve calls ringing on a specific telephone. See [“Directed Pickup” on page 56](#).

**Figure 7** Call Pickup Groups Screen



Use the remove button to remove yourself from the default group (500). This button then becomes an Add button so you can add yourself back to the group again if desired.

Only the administrator can add or remove you to groups other than the default group.

Select a group from the group list and then click Details to view the members of that group.

You can only pickup calls ringing on other member's telephones. Some groups allow non-member pickup, however, these groups are not listed.

### Viewing Group Members

To view the members of a particular call pickup group:

- 1 Login to NetSet as a User.
- 2 Select the *User Information* tab, then click the *Call Pickup* button.
- 3 Select the group number that you want to view from the Group List, then click *Details* to display the members of that group in the Group Members list.

### Default Pickup Group Membership

To add or remove your telephone extension from the default pickup group:

- 1 Login to NetSet as a User.
- 2 Select the *User Information* tab, then click the *Call Pickup* button.
- 3 Select the default group (500) number from the Group List.
- 4 Select your extension number from the Groups Members list.
- 5 Click *Add* or *Remove* as required. You can only add or remove your extension from the default group.

### NBX TAPI Service Provider (NBXTSP)

The NBX TAPI Service Provider allows your telephone and computer to communicate. (Your computer must be using Microsoft Windows.) Certain software programs take advantage of this technology to intergrate computer/telephone tasks.

To install NBXTSP:

- 1 Login to NetSet as a User.
- 2 Select the *User Information* tab, then click the NBXTSP button.
- 3 From the NBXTSP dialog box, select "NBX TAPI Service Provider" and click the Apply button.



*Windows 95 users must install the "Windows 95 Prerequisites Kit" first.*

The installation program guides you through the process of installing NBXTSP. It will prompt you to input the following three pieces of information:

- The NetSet address (the address used to access NBX NetSet, e.g., 192.168.1.190).

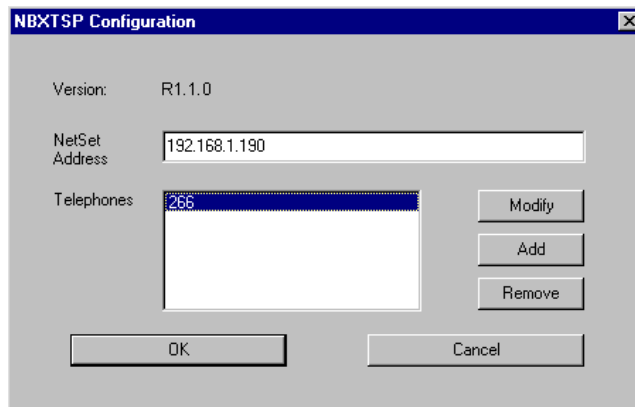
- Your telephone extension.
- Your NetSet password. (This is the same password you use to access your voice mail.)

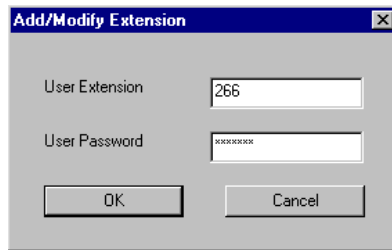
Once NBXTSP is installed, you can use the features of your TAPI-enabled software program. *Consult your software manual or the software's help files.*

To change your NBXTSP configuration:

- 1 Open the Windows Control Panel, double-click the Telephony icon to open the Dialing Properties dialog box, and then click the Telephony Drivers tab.
- 2 In the driver list, select the entry labeled NBX TAPI Service Provider, and then click the Configure button to open the NBXTSP Configuration dialog box.
- 3 In the NetSet Address field, enter the address that you use to access NetSet. This information is provided by your administrator.
- 4 To modify an extension, select one from the Extension list and then click the Modify button to open the Add/Modify Extension dialog box.
- 5 Enter the new extension and/or password in the in the dialog box and click OK.

**Figure 8** NBXTSP Configuration Dialog Box



**Figure 9** Add/Remove Extension Dialog Box

You can also access this dialog box through the interface of your TAPI-enabled application. The menu option you use is specific to the particular application. For example, in Microsoft Phone Dialer, you would choose Connect Using on the Tools menu.

### Quick Reference Sheet

To open and print a copy of the NBX Telephone/Voice Mail Quick Reference sheet, click the *Quick Reference Sheet* button. You need to have the Adobe Acrobat Reader 3.0 or 4.0 installed on your computer to use the template; it is available free of charge from Adobe:

**[www.adobe.com](http://www.adobe.com)**.

---

## Speed Dials

There are three types of speed dials available: One-touch, Personal, and System-wide. NetSet can be used to modify your One-touch and Personal speed dials and to view System-wide speed dials. You can also print a list of Personal speed dials. See [“Features Not Assigned to a Dedicated Button” on page 23](#) for dialing instructions.

## Assigning One-touch Speed Dials

One-touch speed dials are telephone numbers that are dialed automatically when you press a programmed Access button. You can assign your own One-touch speed dials through NetSet by entering the telephone number or extension, and a description in the fields that correspond to the button. Only buttons with an asterisk (\*) next to their *Number* and *Description* field (as shown in [Figure 10](#)) can be modified. All other buttons are set by the administrator and changes you make to those fields will not take effect.

To assign One-touch speed dials:

- 1 Login to NetSet as a User.
- 2 Select the *Speed Dials* tab, and then click the *One-touch* button.

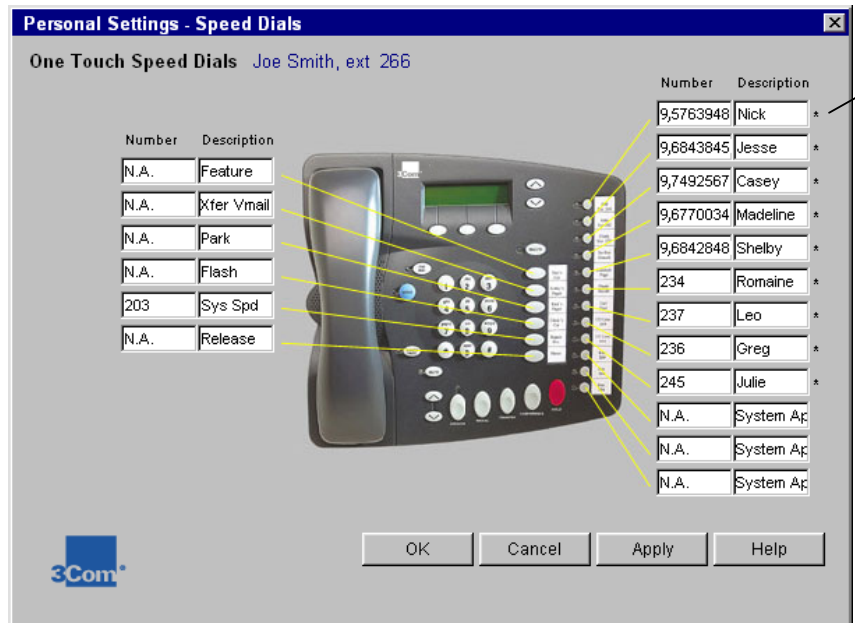
- 3 Type an extension or telephone number in the *Number* field. Do not use spaces, dashes, or other characters.

Use a comma (,) to insert a 2-second pause in the dialing. For example: 9,19787490000 allows the system time to connect to an outside line before dialing the call.

- 4 Type a brief comment in the *Description* field corresponding to the number.
- 5 Click *Apply*.

**Figure 10** One-touch Speed Dial Screen

An asterisk denotes a button that can be modified for a One-touch Speed Dial.



### Assigning Personal Speed Dials

You can create a list of up to 99 Personal speed dials that are available only from your telephone. These are usually created when all of the Access buttons have been used for One-touch speed dials, telephone lines and other features.

To dial them you must press the Feature button and then enter the three-digit Personal speed dial number that is associated with that telephone number. This feature is especially useful for long telephone

numbers, such as international numbers. See [“Personal Speed Dials” on page 30](#) for more detailed instructions on dialing Personal speed dials from your telephone.

To add or modify a Personal speed dial:

- 1 Login to NetSet as a User.
- 2 Select the *Speed Dials* tab, and then click the *Personal* button.
- 3 Enter the telephone number you want to add in the *Destination Number* field.
- 4 Enter a description for the number in the *Comment* field.
- 5 Click *Set*.


### **System-wide Speed Dial List**

The administrator can create up to 100 System-wide speed dials for numbers that are frequently dialed by most users. To dial them you must press the Feature button and enter a three-digit number associated with that telephone number. In addition, your administrator can assign a System-wide speed dial number as a One-touch speed dial on all telephones or a group of telephones on the system.

Your administrator maintains System-wide speed dials, and this section of NetSet serves only as a directory. See [“System-wide Speed Dials” on page 31](#) for more detailed instructions on dialing this type of speed dial from your telephone.

### **Printing Speed Dial Lists**

You may also find it useful to have a paper list of personal or system speed dials. To print a list of speed dials:

- 1 Login to NetSet as a User.
- 2 Select the *Speed Dials* tab, and then click the *Personal* or *System-wide* button.
- 3 Click  .
- 4 A web page is displayed listing all Personal, System speed dials allocated.
- 5 Click the print button on the list to print the list.

### **Directed Pickup**

Directed Pickup allows you to retrieve a call ringing on another telephone. This feature is arranged in advance when a scenario exists where a user knows that it would be convenient or necessary to retrieve calls ringing on another telephone.

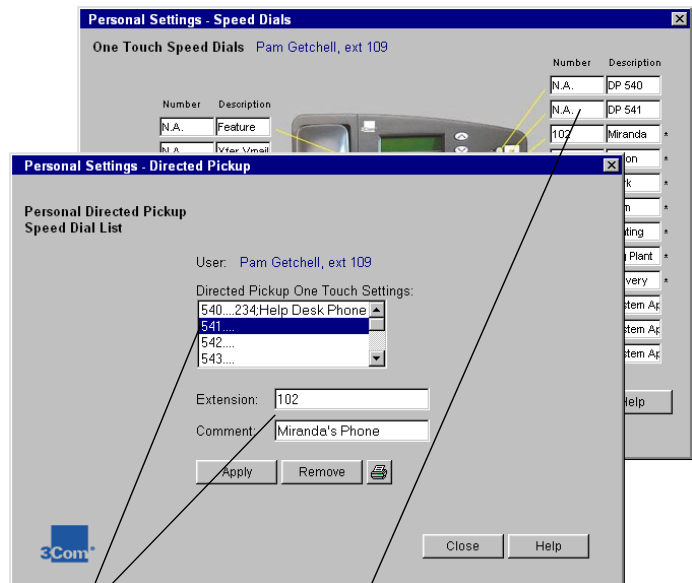


You can only retrieve a call ringing on another user's telephone only if that user and you are both members of the same Call Pickup group, or that user is a member of a Call Pickup group that allows "non-member pickup." You can view which group(s) you are a member of through the *Call Pickup* screen in NetSet, see ["Call Pickup" on page 51](#).

There are three ways pickup a call ringing on another telephone using Directed Pickup:

- Press the Feature Code button, enter feature code 455 and then dial the user's extension.
- Press the Feature Code button and then enter the directed pickup extension. This is assigned using the Directed Pickup screen as described below.
- Press an Access button assigned with a one-touch directed pickup code. Your administrator must assign one of the Access buttons as a one-touch directed pickup for your telephone. See the One-touch Speed Dials screen in NetSet.

**Figure 11** Assigning a Directed Pickup Extension as a One-touch Speed Dial



Select an available directed pickup extension, enter a telephone extension and comment and then click apply.

The administrator has allowed the first two Access buttons for one-touch directed pickup.

To Assign a Directed Pickup Extension:

- 1 Login to NetSet as a User.
- 2 Select the *User Information* tab, and then click the *Directed Pickup* button.
- 3 Select one of the available directed pickup extensions from the Directed Pickup One-touch Settings list.
- 4 Enter the telephone extension that you want to retrieve calls from in the extension field.
- 5 Enter a descriptive name in the Comment field.
- 6 Click Apply.

If the administrator has allowed One-touch Directed Pickups, they will be ready to use as soon as you assign telephone extensions to them using the above instructions.

### Telephone and DSS/BLF Label Makers

To create labels for your Business Telephone or DSS/BLF Adjunct, click the appropriate *Label Maker* button to download a copy of the label template. You need to have the Adobe Acrobat Reader 3.0 or 4.0 installed on your computer to use the template; it is available free of charge from Adobe: [www.adobe.com](http://www.adobe.com).

To use the label makers:

- 1 Login to NetSet as a User.
- 2 Click the *Speed Dials* tab and then click either *Telephone Label Maker* or the *DSS/BLF Label Maker* button to launch the label maker that you want to use.
- 3 Edit the label template by clicking any of the text in the labels.
- 4 Tab to move to the next text field in the label. When finished, click anywhere outside of the labels to ensure that all edits take effect.
- 5 Print the label template, cut the labels along the dotted line, and then place them in the label holders on the telephone or the DSS/BLF.



*Acrobat Reader allows you to print files but not to save changes. To save files you must purchase Adobe Acrobat Exchange.*

---

### APX Messaging

Select the APX Messaging tab to change your password for voice mail (this is the same password used to access NetSet).

## Changing the Password

You can change the password from the telephone (see [“Changing Your Password” on page 42](#)) or through NetSet.



*The username needed to access NetSet is your telephone's three-digit extension — this cannot be modified.*

To change your password:

- 1 Login to NetSet as a User.
- 2 Select the *APX Messaging* tab.
- 3 Enter the current password in the *Current Password* field.

Once you set your password, you cannot modify the password without first entering the current password. If you forget your password, the administrator must reset it.

- 4 Type a new 4 to 10-digit password in the *New Password* field.



*Your password must be numeric so that it can be entered from the dial pad on the telephone when accessing the voice messaging system. The \* and # symbols cannot be used.*

- 5 Re-type the password in the *Re-type New Password* field to ensure that you have not made a typographical error.
- 6 Click *Apply*.

The NetSet Login Password dialog box appears. Enter your username and new password again to continue using NetSet.

## Off Site Notification

Off Site Notification sends a notification message to your pager or an outside telephone number, informing you that you have received a voice mail message. You can then retrieve your messages.

Off Site Notification will make up to five attempts to reach you using either the pager and/or telephone method. You can use the same notification method, or any combination of the two for the five attempts. Off Site notification stops trying to reach you once you call in to retrieve your voice mail message(s).

To set up Off Site Notification:

- 1 Login to NetSet as a User.
- 2 Select the *APX Messaging* tab and click *Off Site Notification*.

- 3 Check *Enabled*. If you want to be notified of urgent voice mail messages only, check *Urgent Messages Only*.

**Figure 12** Off Site Notification

These two setting must be "Yes" (controlled by the administrator) for you to use Offsite Notification.

**Personal Settings - APX Messaging**

**Off Site Notification**

Enabled

Urgent Messages Only

Enabled in: System **Yes** Group **Yes**

Attempt	Method	Number/Address	Numeric Page (pager use only)	Interval
1	Voice Mail	9787495488		10
2	Pager	6173659902	9999	15
3	Pager	6173659902	9999	15
4				5
5				5

3Com

OK Cancel Apply Help

You can set up between one and five attempts in the event that an attempt is unsuccessful.

- 4 In the first attempt row, select a notification method.
- 5 In the *Number/Address* field,
  - If you have selected *Voice Mail*, enter a telephone number at which you can be reached. Do not use parenthesis, dashes or spaces.
  - If you have selected *Pager*, enter a pager number. Again, do not use parenthesis, dashes or spaces.
- 6 Use the *Numeric Page* field only when you have selected *Pager* as the notification method. Enter a series of digits to be displayed on your pager, informing you that you have received a voice mail message (e.g., your telephone extension number).

- 7 From the Interval drop-down list box, select the number of minutes for the system to wait before moving to the next attempt.

The interval depends upon the attempt method you are using and is largely a matter of trial-and-error.

- 8 Repeat steps 1–6 to set up additional attempts if required.
- 9 Click *Apply*, and then perform an Off Site Notification test by leaving a voice mail message in your mail box. See [“Creating and Sending a Message” on page 39](#) for instructions on sending yourself a voice mail message.

If notified by pager, call into your voice mail to retrieve the message(s). When notified by Voice Mail, the APX Messaging System automatically calls the number you provided and you will be able to listen to the prompts to access your message(s).

---

## Ringer Tones

You can select one of nine different ringing tones to help you distinguish your telephone from others in noisy areas.

To change your ringer tone:

- 1 Login to NetSet as a User.
- 2 Select the *Ringer Tones* tab.
- 3 Select one of the nine different ringer tones from the drop-down list box. The default ringer tone is Alert Tone 1.
- 4 Click *Apply*.

To listen to each of the nine different ringer tones, click the *Sample Ringer Tone* buttons.

## Silent Ring

In addition to the nine different audible ringing tones that you can select, you can also disable the ringing. The telephone still keeps its other features, but no longer rings audibly.

To disable the ringing:

- 1 Login to NetSet as a User.
- 2 Select the *Ringer Tones* tab.
- 3 Select *Silent Ring* from the drop-down list box.
- 4 Click *Apply*.

---

## Internal User Directory

NetSet allows you to view the internal user directory to locate telephone extensions and other information for any user on the system. Only the administrator can modify the directory.

To view directory information for a user:

- 1 Login to NetSet as a User.
- 2 Select the *Directory* tab.
- 3 Select a user from the scroll box.
- 4 Click *Details*. The user information appears below the scroll box.

# 5

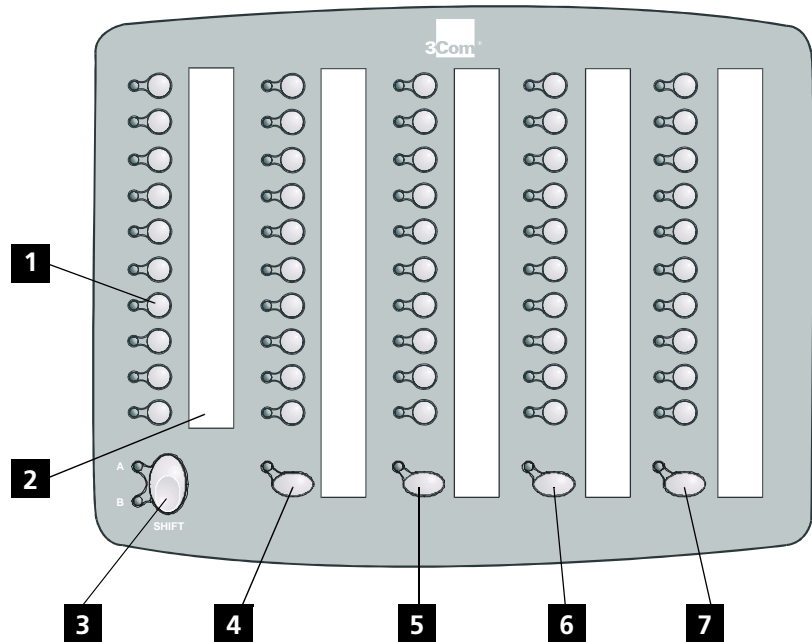
## THE DSS/BLF ADJUNCT

The DSS/BLF (Direct Station Select/Busy Line Flashing) Adjunct is a device that works along with an NBX Business Telephone to speed call handling. It enables a receptionist or attendant to handle higher call volumes more efficiently. Although primarily used by receptionists and attendants, it can also be used by busy sales representatives, for example, and others that make frequent calls to the same telephone numbers.

The DSS/BLF has 50 Access buttons that support the same functions and have the same behavior as the 12 Access buttons (with LEDs) on the Business Telephone. In effect, the DSS/BLF Adjunct is an extension of the telephone that it is assigned to. The Access buttons can have two sets of assignments, 1–50 and 51–100. You can toggle between the two by pressing the Shift button.

The administrator can assign many uses to each Access button including:

- Internal and external telephone lines
- Speed dials for the following:
  - User extensions
  - Pager numbers
  - Cellular telephone numbers
- Message Waiting Indicators for:
  - Group mailboxes
  - Phantom and Personal mailboxes

**Figure 13** DSS/BLF Adjunct

- 1 Access Buttons with LEDs** — These buttons are used to access internal and external telephone lines, speed dials, pagers, cellular telephone numbers, and group mailboxes. An indicator light to the left of each button shows which lines are available, in use, on hold, or which features assigned are enabled.
- 2 Labels** — You can create professional looking labels by opening the label maker from NetSet. You need Adobe Acrobat Reader 3.0 or 4.0 to open it; this is available free of charge from the Adobe Web site: [www.adobe.com](http://www.adobe.com). For more information, see [“Telephone and DSS/BLF Label Makers” on page 58](#).
- 3 Shift Button** — The Access buttons can have two sets of assignments, 1–50 and 51–100. You toggle between the two by pressing the Shift button.
- 4 Transfer** — Allows you to send a call to another telephone. For more information, see [“Transferring a Call” on page 20](#).



- 5** **Direct Mail Transfer** — Use to send a caller directly to another user's voice mail. For more information, see [“Direct Mail Transfer” on page 27](#).
- 6** **Call Park** — Use to place a call in a “holding pattern” so it can be retrieved from any other telephone on the system. For more information, see [“Call Park” on page 25](#).
- 7** **Hold** — Press to place a caller on hold. For more information, see [“Placing a Call on Hold” on page 19](#).



*The administrator can change the assignments for each of the four feature access buttons on the DSS/BLF Adjunct. However, they come pre-assigned from the factory as described above.*



# 6

## TELEPHONE MAINTENANCE AND TROUBLESHOOTING

This chapter provides information about the following:

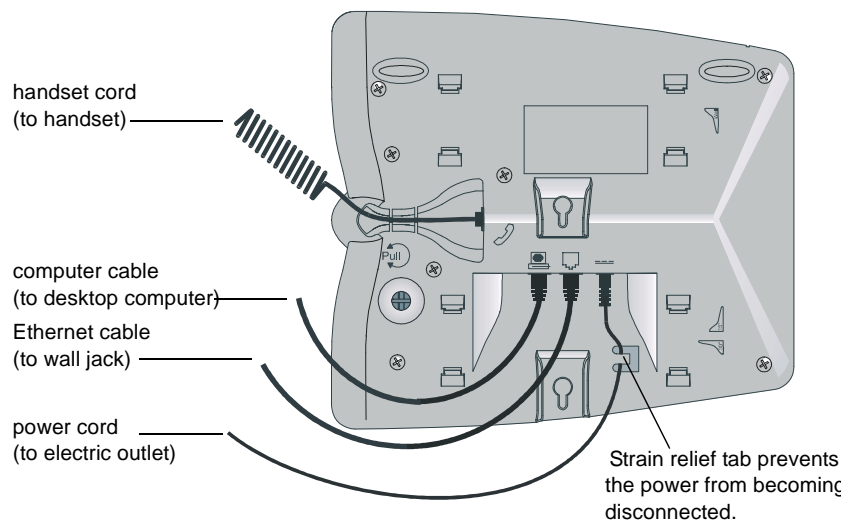
- [Connecting the Telephone](#)
- [Moving Your Telephone](#)
- [Troubleshooting Possible Problems](#)

### Connecting the Telephone

The underside of an NBX telephone has four receptacles, shown in [Figure 14](#). These are for connecting to:

- The local area network (LAN)
- An electrical wall outlet
- The telephone's handset
- Your desktop computer

**Figure 14** The Underside of the NBX Telephone (support bracket not installed)

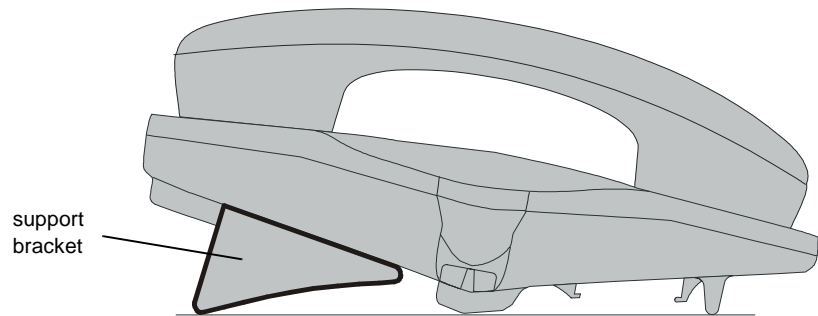


### Attaching and Adjusting the Support Bracket

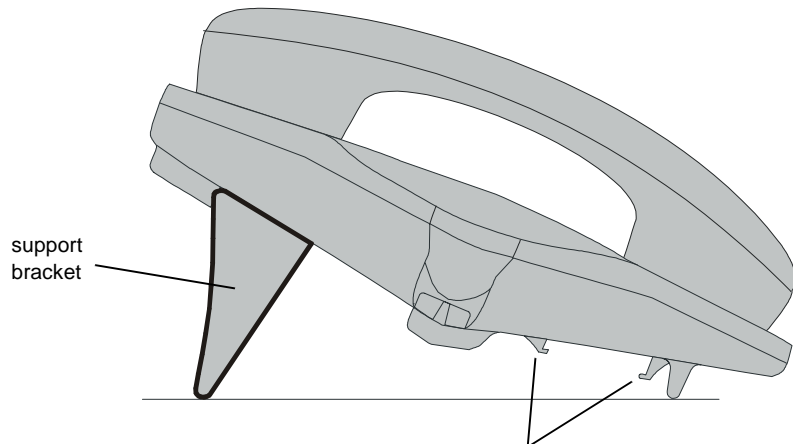
The telephone has a support bracket that can be attached to the telephone's underside in three different configurations: low profile, high profile, and wall mount.

Tabs on the underside slip into slots on the bracket, and then the opposite mounting points snap into place.

**Figure 15** Low Profile Desktop Position

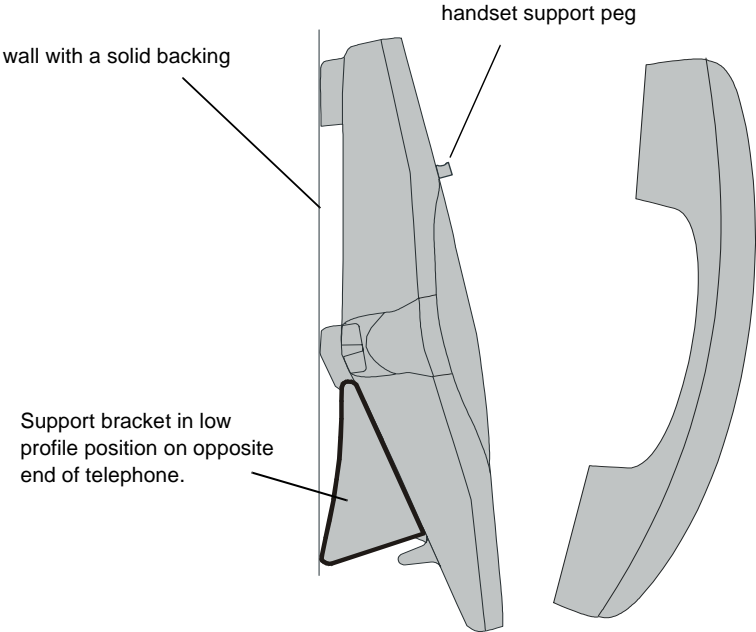


**Figure 16** High Profile Desktop Position



Notice tabs on opposite end of telephone for attaching support bracket in wall mounted configuration.

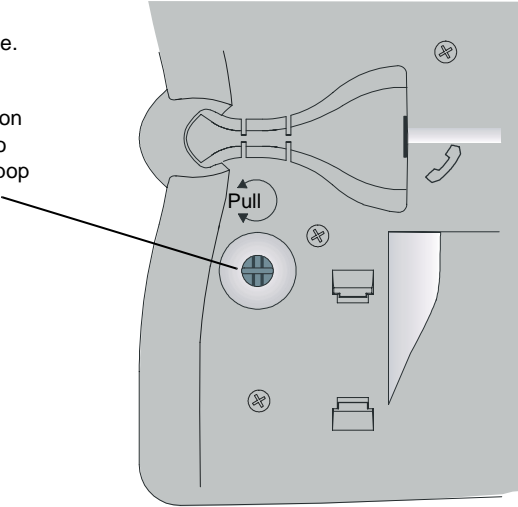
**Figure 17** Wall Mounted Position



**Figure 18** Extending the Handset Support Peg

Extend the handset support peg when wall mounting the telephone.

Pull and twist the knob—located on the back of the telephone—90° to enable the spring-loaded peg to pop out on the other side.



---

## Moving Your Telephone

All NBX Business Telephones have the Automatic Telephone Relocation feature. Each telephone has a unique “address” built-in. This allows you to move your telephone to another location, connecting it to any other Ethernet jack on the LAN, and still maintain all of your telephone’s personalized features, speed dials, and even your telephone extension.

---

## Swapping Telephones

Since your extension and personal settings are associated with your telephone, you cannot swap your telephone with another user’s without first having the administrator re-associate each of your settings with the other telephone.

---

## Cleaning Your Telephone

Always unplug your telephone before cleaning. Use a damp cloth with mild detergent.



**WARNING:** Failure to unplug the telephone before cleaning could result in electrical shock.

---

## Troubleshooting Possible Problems

The troubleshooting quick reference lists possible problems that you might encounter and the most likely solutions. Each solution has a reference to the page in this guide where you can find detailed information.

**Table 7** Troubleshooting Quick Reference

Possible Problem	Suggested Solution(s)
My telephone has no dial tone and the display panel is blank.	<p>Verify that the Ethernet cables are connected, and that each cable is in the proper outlet.</p> <p>Verify that the power cord is connected to the back of the telephone. Use the strain relief tab to prevent the cord from becoming unplugged (as shown in <a href="#">Figure 14 on page 67</a>).</p> <p>Re-power the telephone by unplugging the power cord and then plugging back into the electric outlet.</p>
Callers cannot leave messages on my voice mail.	Your mailbox may be full. Access your voice mail and delete some messages.

(continued)

**Table 7** Troubleshooting Quick Reference (continued)

Possible Problem	Suggested Solution(s)
When parking a call, the display panel displays, "Park xtn in use" and the call returns to my telephone.	You have selected a Call Park Extension that is already in use. Try another Call Park Extension, they range from 601–609. Your administrator can add additional Call Park Extensions. For more information, see <a href="#">"Call Park" on page 25</a> .
When I dial '9' or '8' to access an outside line, the display panel displays, "All Ports Busy."	There are currently no available outside lines. Try again in a few moments.
After placing a call to another user, I heard a tone but no ringing.	The other user may have the Handsfree Active on Intercom feature enabled. Begin speaking after you hear the tone. For more information, see <a href="#">"Handsfree Answer on Intercom" on page 21</a> .
All incoming internal calls come over my speakerphone.	You have the Handsfree Active on Intercom feature enabled. For more information, see <a href="#">"Handsfree Answer on Intercom" on page 21</a> .
When trying to access NBX NetSet, I do not get a response after entering the address and pressing Enter.	Verify the web address you typed into the Address Field on your web browser. Your administrator can change this address.
I am unable to log in to NetSet.	Set up your voice mail using the telephone. Your voice mail password is the same password used to access NetSet. For more information, see <a href="#">"Setting Up Your Voice Mail" on page 34</a> .
My telephone is not forwarding to voice mail.	Start NetSet and verify that <i>voice mail</i> is selected as your call forwarding path. For more information, see <a href="#">"Call Forward" on page 48</a> .
After adding a One-touch speed dial, it does not dial.	Include a comma after the '9' or '8' that is used to access an outside line. For more information, see <a href="#">"Assigning One-touch Speed Dials" on page 54</a> . Do not use parenthesis "(")" or dashes "-".
(continued)	
I try to pick up a call ringing on another telephone using Directed Call Pickup, but it fails.	The telephone you are using to pick up the call may not be in the default group, or your telephone may not be in the same group as the telephone that is ringing. See <a href="#">"Call Pickup" on page 25</a> .

**Table 7** Troubleshooting Quick Reference (continued)

<b>Possible Problem</b>	<b>Suggested Solution(s)</b>
The labels I print for my telephone or DSS/BLF are too short.	In Adobe Acrobat Reader, select File from the menu bar, open the print dialog box and uncheck either "Fit to Page" or "Shrink to Fit."



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