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# SBX IP Phone User Guide

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## REVISION HISTORY

Release	Date	Documentation Changes	Page No.
3.5	06-10	Call Screening added - listen to incoming msgs.	2-35
		Dial by Name added - spell name to locate party.	2-38
		Distribution Lists added - send msg to multiple MBs.	2-38
		Outcall Notification enhancements were added.	2-48
		Temporary Greeting added - to alert callers.	2-59
		VM features/enhancements were added:	--
		MB owner listen msg options were added.	2-62
		VM message delivery options were added:	2-65
		- Mark Message as Private	2-65
		- Mark Message with Delivery Confirmation	2-65
- Mark Message for Future Delivery	2-66		
		Administrator Mailbox - admin feature added.	A-1
		STS 24-btn digital phone support was added.	A-4
3.0	11-09	A Station Call Coverage feature is added.	2-58
2.0	07-08	A 911 Feature is added.	1-5
		A Reply to Message feature is added.	2-64
		A Message Forward enhancement is added.	2-64
		A Park and Page feature is added.	2-52
		A Mailbox Buttons feature is added.	2-62
		A new section is added to clarify Message Wait Indicator Lamps.	2-10
		Entire book was re-organized & re-formatted.	ALL
1.0	01-08	Initial Release NOTE: this document contains information on ISDN, DCOB, and SMS. These features are currently not supported. Information pertaining to DID pertains only to SIP Trunking.	--



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# Introduction

Thank you for purchasing a Vertical Communications phone. All SBX phones are multifunctional and specifically designed for use with the Vertical SBX system.

This chapter provides you with information that applies to all phone models, and includes:

- How to Use this Guide - see [page 1-2](#)
- Getting Help - see [page 1-3](#)
- Connecting Your Phone - [page 1-4](#)
- 911 Feature - [page 1-5](#)

## How To Use This Guide

This guide provides a comprehensive description of each type of phone and its functionality. Depending upon the type of phone you have (digital or single line/SLT), you will need to review the basic information in the chapters designated for your phone type (see [“Specific Phone Model Information and Features” on page 1-2](#)).

### SBX Phone Features

It is a good idea to review the information in specific to your SBX phone to familiarize yourself with the basic operation, features, and function.

**NOTE:** You may see features available on your phone display that are not detailed in this document. This is because those features are available to System Administrators only and only detailed in the SBX Features and Operations document.

In addition, it is recommended that if you find a feature on the phone display that is not described in this document, that you do NOT attempt to access the feature, but instead, contact your System Administrator for more information.

### Specific Phone Model Information and Features

While general information for SBX phones can be found in Chapters 1 and 2 of this guide, information regarding each type of phone and phone model are covered in chapters 4 through 6.

#### If You are Using a Digital Phone

For specific details about using your digital phone, see the chapter as noted below:

- For the 24-Button Digital Phone, see [Chapter 2](#).
- For the 8-Button Digital Phone, see [Chapter 3](#).

#### If You are Using a Single Line Phone

For specific details about using an SBX SLT Phone, see [Chapter 4](#).

#### Feature Index

You can also use the Feature Index at the back of this document to find page locations for each feature available on your phone type.

## Getting Help

If you need information that is not included in this guide, you can get help from either of the following sources:

### Your System Administrator

Your first line of support is your System Administrator. This person should be able to provide you with any additional information you may need regarding your phone. For example, the System Administrator can provide you with a list of any pre-programmed buttons depending upon the type of phone you are using.

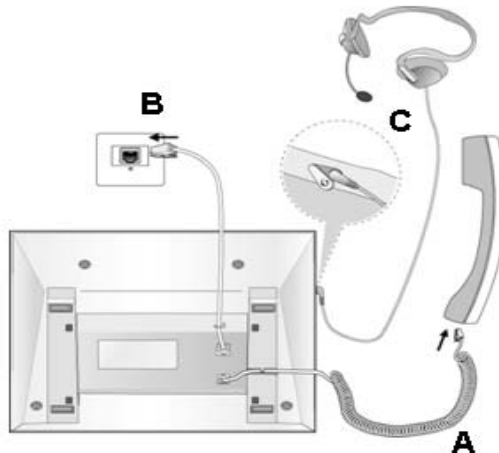
### Vertical Technical Support

If your System Administrator is unavailable, or you have questions that he/she cannot answer your questions, you can contact Vertical Technical Support at 1-888-422-2305, Option 4.

## Connecting Your Phone

### Connecting a Digital Phone

The diagram and information below apply to both the Twenty-four and Eight Button Digital Phones.



- A - Connect the telephone cord (curly cord) to the handset and the other end to the handset jack at the bottom of the telephone.
- B - Connect the line cable to the port at the bottom of telephone and the other end to the wall socket.
- C - Connect the Headphone to the headphone jack.

### Connecting Your Single Line (SLT) Phone

The connection process for an SLT phone may vary from model to model. You can use the above information as a general guideline. However, if you have any problem or questions getting the connections made properly, contact your System Administrator or refer the manufacturer's user guide provided with your phone

## 911 Feature

If your System Administrator has pre-programmed it, your phone may have a Flex button designated specifically for 911 calls. If you use this button to place a call to 911 when all lines are busy, an active call is dropped, so that the 911 call can be placed.

**IMPORTANT:** Contact your System Administrator for details about using this button as it is possible that it has been set up so that you don't have to use an access code, such as 9, before dialing 911.

### **To Dial 911**

1. Press the designated Flex Button.

*If an access code is required as per your System Administrator:*

2. Dial 9, then 911 (if the access code is required).

*OR*

*If an access code is NOT required as per your System Administrator:*

Dial 911 to place the call.

- If all trunks are busy, the system will drop an in-progress trunk, pause for less than two seconds, then place the 911 call.

**NOTE:** Any station user or Attendant who programs a flexible button for 911 ALERT will be alerted of internal stations placing 911 calls. The system can store the sixteen most recent 911 calls.

Calling information includes the time/date of the call, as well as the station number from which the call was placed.

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# Using the 24-Button Digital Phone

This chapter describes the specific features of the SBX 24-Button Digital phones. Included in this chapter:

- Using the Basics - see [page 2-2](#)
- Customizing Your Phone - see [page 2-18](#)
- Using Features and Functions - see [page 2-29](#)

## Using the Basics

This section will provide you with basic information including the following:

- What's on the 24-Button Digital Phone - see below
- Using the Display - see [page 2-4](#)
- Making and Answering Outside Calls - see [page 2-11](#)
- Using the Hold Feature - see [page 2-16](#)
- Transferring Calls - see [page 2-17](#)

## What's on the 24-Button Digital Phone



## Phone Buttons and Features

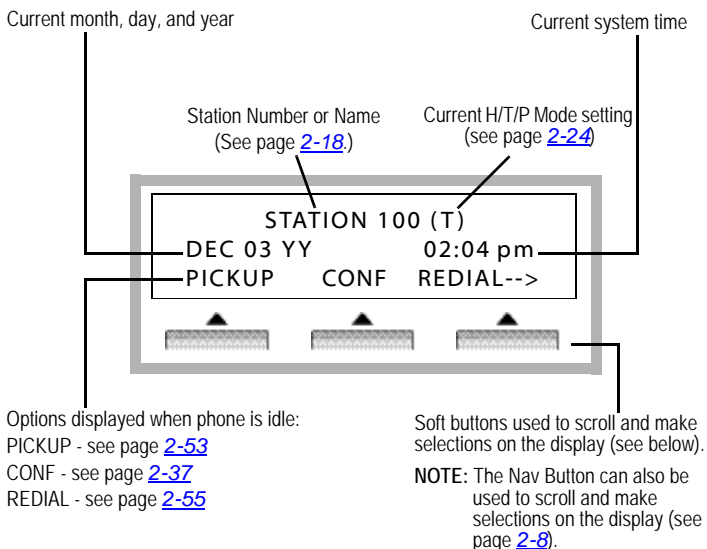
Feature	Used to...
1 Headphone Jack	speak to a caller when using a headset instead of holding the handset.
2 Handset	answer/make internal or external calls.
3 Speaker	hear the other party during a call without using the handset or headset (hands-free mode).
4 LCD Display	display phone status information, dialing directories, and test message information.
5 Soft Buttons (3)	work in conjunction with fixed and flexible features options that appear on the display.
6 Ring LED	indicate when the phone is ringing.
7 Pre-Programmed/ Flexible Buttons (24)	access external line calls, pre-assigned features, or user defined feature code assignments.
8 Microphone (MIC)	used to speak to a caller when in speaker mode.
9 SPEED Button	access speed dialing, saved number redial, and last number redial. Button is also used to access flexible button programming.
DND Button	activate a "do not ring this phone" mode. When DND is active, this button is red.  <b>Note:</b> <i>When you make a Forward call setting (other than forwarding to voice mail), this light will Flash. You can press it to easily cancel those Forward settings.</i>
TRANS/PGM Button	set up a conference call or transfer a call.
CALL BACK Button	initiate a call back request for another busy station.
10 Nav Button	navigate through (and make selections on) the display/menus.
11 VOLUME Button	decrease (-) or increase (+) the volume level of the speaker or handset while on a call.
12 HOLD/SAVE Button	put a call on hold or save the current User Programming setting.
13 Dialpad	dial phone numbers and make entries on the display.
14 SPEAKER Button	toggle between speaker (or headset) mode and handset mode. You can also use this button to exit any menu screen.  <b>Note:</b> <i>The button is red when speakerphone is active.</i>

## Using the Display

The display provides you with basic information about the current status of your phone (idle, busy, call forwarding). You can also use the display to make some basic programming changes to your station, as well as to make selections for various features. The following display components are described below:

- LCD - see below
- Soft Buttons - see [page 2-5](#)
- Nav Button - see [page 2-8](#)

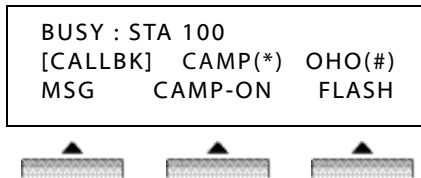
Basic information that appears on your display when it is idle is shown below:



### Soft Buttons

The three Soft Buttons are located under the LCD. The function of each button changes, according to call status and progress.

**EXAMPLE:** You call a busy extension, the busy status will appear on the display along with the options available - "MESSAGE WAIT", "CAMP-ON" and "FLASH".



Press the button that corresponds to the function you want to use.

### List of Soft Buttons

Below is a list of soft buttons that may appear at various times when you are using the phone.

SOFT BUTTON	APPEARS...	USED...
ADD	when are listening to a voice mail message.	to add a comment to a message before forwarding it to another station.
BACK	on various screens.	to return to the previous screen (menu).
CALLBK	when you get a busy signal when you have dialed another station or attempted to access an outside line. <b>OR</b> when you are listening to a voice mail message from another station.	to automatically call back an extension that is busy or to alert you when an outside line is available.  to call back the station that left the voice mail message.
CAMP-ON	when you get a busy signal when you have dialed another station within the system.	to automatically call back an extension that is busy (like Callback).

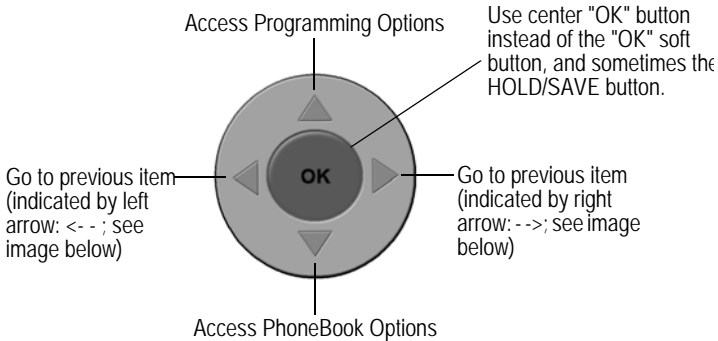
## Chapter 2: Using the 24-Button Digital Phone

SOFT BUTTON	APPEARS...	USED...
CONF	when the phone is idle or when you dial or answer a call.	to initiate conference calls between yourself and 2 or more participants.
DEL ALL	in the Call Log.	<b>Note:</b> to delete all items in the log.
DEL CUR	in the Call Log.	to delete the current item.
DELETE	when you are listening to a voice mail message.	to delete the current message.
D-TONE	in some of the Forwarding settings.	if you need to have these to dial the number (for example to add a dial tone to a number to which you are forwarding calls).
DROP	in the Monitor/Join feature.	to end a call in which you are monitoring or have joined another extension's conversation.
ERASE	in the pre-programmed messages and station speed dial screens.	to erase the current entry.
FLASH	any time you are off-hook and/or make an error when dialing.  <b>OR</b> in some of the Forwarding settings.	when off-hook to stop the current action and return the dial tone  <b>OR</b> if you need to have these to dial the number (for example to add a flash to a number to which you are forwarding calls).
FWD	when the phone is idle	to access the Forward call settings.
JOIN	in the Monitor/Join feature.	to a join the conversation that you are monitoring.
MONITOR	in the Monitor/Join feature.	listen in on a conversation between another extension and a caller without the participants knowing you are listening.
MSG	when you dial a busy extension.	allows you to leave your station number or message at a busy extension.
MUTE	when you are on a call.	to prevent the caller at the distant end from hearing anything through your microphone or handset during a call.
NEXT	on various option screens.	to go scroll (right) to the next available setting and/or option

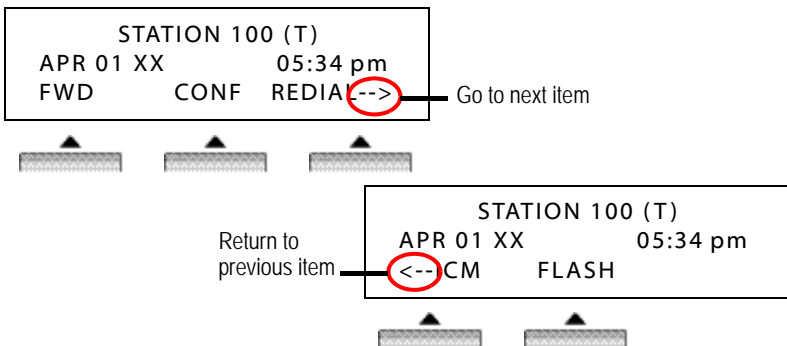
SOFT BUTTON	APPEARS...	USED...
OK	on various option screens.	to accept the currently displayed option or setting.
PAUSE	in some of the Forwarding settings.	if you need to have these to dial the number (for example to add a pause to a number to which you are forwarding calls).
PICKUP	when your phone is off-hook.	to pick up a call that is ringing at one of the stations within your PickUp Group.
RECORD	in the Call Record screen.	to begin recording the current conversation. <b>Warning:</b> In many localities, it is illegal to record a phone call without first notifying the person or persons being recorded. Contact your System Administrator for information about call recording guidelines.
REDIAL	when your phone off hook.	Redial the last dialed number.
REPEAT	when you are listening to voice mail messages.	to replay the current message from the very beginning.
REWIND	when you are listening to voice mail messages.	to rewind the current messages by a few seconds each time you press it.
SELECT	in the call log.	to select the currently displayed option.
SEND	when you are using the PhoneBook feature.  <b>OR</b> during a Meet-Me page.	to dial a selected name or number.  <b>OR</b> when responding to a Meet-Me page.
TRANS	when you are on a call.	to transfer the current call to another station.

### Nav Button

This button on the twenty-four button phone allows you to select or scroll through multiple items or options on the display.



Multiple items often are indicated by an arrow (left or right) as shown on the examples below.



Press the navigation key to display subsequent information (as shown above).



## Station Programming Menu Overview

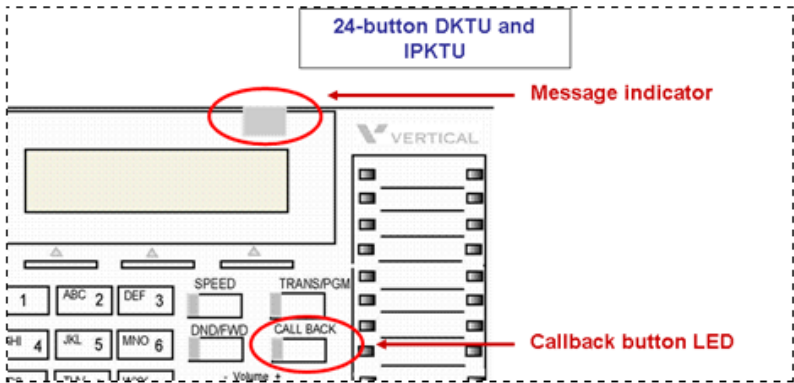
The following shows the menus available for programming features on the 24-Button phone. These menus are shown throughout this chapter when describing the procedures to program specific features and function.

1. Use ▼ ▲ on the Nav button to scroll through the options.
2. Use the OK soft button to make selections.



## Message Wait and Callback Indicator Lights

The Message Wait light lets you know that a voice mail message is has been left in your mailbox. The Callback light indicates whether or not a Callback request has been placed on your phone (see [page 2-34](#)). The following diagram shows the location of the Message Wait and Callback lights, and is followed by a description of each of the lights and how they are used.



Also see [“Voice Mail” on page 2-62](#).

### Messages

- **A new message** for the VMIB or external voice mail is defined as a message in the mailbox which has not yet been played to the subscriber.
- **A saved message** is defined as a message in the mailbox which has been played to the subscriber, but has not been deleted or moved.
- **A station message** wait request is defined as the MWI request left by another intercom station without a voice message, by pressing the Call Back button when ringing a busy or unanswered station.

## Fixed, Pre-programmed, & Flex Buttons

The phone described in this guide has both Fixed, Pre-programmed (sometimes also known as Feature), and Flex buttons. These buttons are used to access and perform various tasks and functions. Some may be used in conjunction with other buttons.

- **Fixed buttons** are those that are permanently labeled on the phone hardware. Such buttons might include SPEAKER, TRANS, HOLD, VOLUME, etc.
- **Pre-programmed buttons** are those buttons that are pre-programmed by your System Administrator. Their names/functions will be on a more temporary-type template that can be replaced if/when the buttons are reprogrammed, etc.
- **Flex buttons** are also known as "User Programmable" buttons (see ["Programming Flex Buttons" on page 2-28](#)). In addition, Flex buttons that are programmed to access the dial tone, are also known as "line buttons".

## Making and Answering Calls

- **Internal calls** are also known as Intercom calls. These are calls that originate or that you make to another station within your phone system.
- **External calls** are those that originate from or that you make to a source outside your company's phone system (for example, customers, vendors, etc.).

### Making Calls

#### Dial an Internal Call

1. Lift the handset.

*OR*

Press SPEAKER\*.

*OR*

Begin dialing from the dialpad.

2. Dial the station number.

---

*Chapter 2: Using the 24-Button Digital Phone***Dial an External Call**

The following procedure provides the steps to manually dial a call. However, you can also use this method using a speed dial number (see [“Speed Dialing” on page 2-55](#) for details).

1. Lift the handset.

*OR*

Press SPEAKER\*.

*OR*

Go to Step 2 below.

2. Dial the access code to get to an outside line.

**NOTE:** Outside line (CO) access codes "9" or "88XX". Contact your System Administrator if you are unsure about what your company access code is.

3. Dial the phone number.

*\* For details about using the speaker, (see next page). For information about using a headset on your phone, see page [2-14](#)*

**Answering Calls**

Aside from using the handset or speakerphone (when available), the operation of the digital phones is quite basic.

**Answer an Internal (Intercom) Call**

Lift the handset.

*OR*

Press SPEAKER\*.

**Answering an External Call**

1. Lift the handset or press SPEAKER\*.
2. Press the flashing green line (Flex) button.

## Using the Speaker

By default, your phone is set to Speaker mode. However, you may have access to changing your phone to the Headset mode. Before you use the speaker to make or answer calls, be sure that it is in the Speaker mode (see [page 2-14](#)).

### **Make a Call**

1. Press the line or SPEAKER.
2. Follow the usual process for making calls shown above.

### **Answer a Call**

*When the phone is ringing:*

Press the line or SPEAKER.

### **End a Call**

Press SPEAKER to drop the active call.

### **Switch between Handset and Speaker**

#### ***To switch from Handset to Speaker Mode***

*While on a call:*

1. Press the line or SPEAKER.
2. Place the handset on hook to transition the call from the handset to the speaker mode.

**NOTE:** If you press line or Speaker and you don't hear the caller (when answering a call) or a dial tone (when making a call), check to make sure that the Headset Mode is not on (see ["Using the Headset \(vs. Speaker\) Mode"](#) below).

#### ***To Switch from Speaker Mode to Handset***

*While on a call:*

Pick up the handset to remove the call from speaker mode, and continue the conversation.

### **Adjust Speaker Volume**

You can easily adjust the volume of the speaker during a call.

*While on a call:*

Use the VOLUME down (-) and up (+) to adjust the volume of the caller's voice.

**HINT:** This also works for adjusting the volume of the handset.

## Using the Headset (vs. Speaker) Mode

### Set the Headset Mode

If you want to use a headset instead of the speaker for handsfree conversations, you will need to switch to the headset mode. In addition, when you want to again use the speaker instead of the headset, you need to change the phone back to speaker mode. You cannot use both the headset and speaker phone at the same time.

1. Use ▲ on the Nav Button to access the Programming Menu.
2. Use ▼ on the Nav Button to scroll to the ADVANCED PROGRAM option.
3. Press the OK soft button to select the ADVANCED PROGRAM option.
4. Use ▼▲ on the Nav button to scroll through the options.

1. BASIC PROGRAM	
2. <b>ADVANCED PROGRAM</b>	
	OK



*When you see the SPK/HEADSET PROGRAM option:*

5. Press the OK soft button to select the option.

3. STATION COS PROGRAM	
4. SPK/HEADSET PROGRAM	
BACK	OK



6. Press the NEXT soft button to toggle between the SPEAKER and HEADSET MODEs.

SPEAKER MODE	
SELECT BY NEXT	
BACK	NEXT
	OK



7. Press the OK soft button to save the setting.

HEADSET MODE	
SELECT BY [NEXT]	
BACK	NEXT
	OK



**Using the Headset**

Once you set the headset mode, you can toggle between the handset and the headset in the same way you toggle between the handset and speaker (see [“Switch between Handset and Speaker” on page 2-13](#)).

Press SPEAKER to toggle between using the handset and the headset.

**Adjusting the Volume on the Headset**

While on a call:

Use the VOLUME down (-) and up (+) to adjust the volume of the caller’s voice.

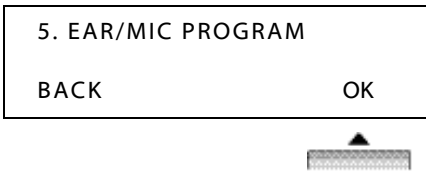
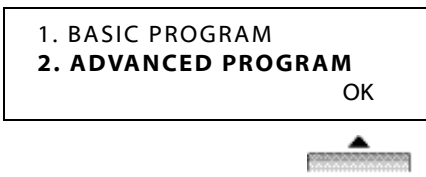
**Using a Headset with a 2.5 mm Headset Jack (Ear/Mic)**

If you are using a special headset that has a 2.5mm headset jack, (that is Ear/Mic units) a special setting in addition to the basic Headset Mode setting is required.

**NOTE:** Contact your System Administrator to find out if the headset you are using requires this additional setting.

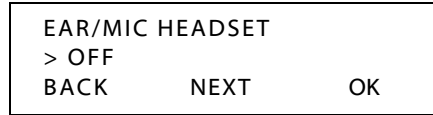
Follow the steps 1 through 6 for Setting the Headset Mode.

- 7. Use ▲ on the Nav Button to access the Programming Menu.
- 8. Use ▼ on the Nav Button to scroll to the ADVANCED PROGRAM option.
- 9. Press the OK soft button to select the ADVANCED PROGRAM option.
- 10. Use ▼▲ on the Nav button to scroll through the options.  
*When you see the EAR/MIC PROGRAM option:*
- 11. Press the OK soft button to select the option.

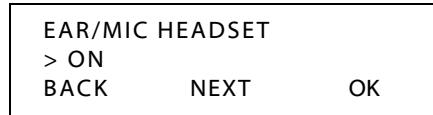


*Chapter 2: Using the 24-Button Digital Phone*

12. Press the NEXT soft button to toggle between the EAR/MIC OFF and ON.



13. Press the OK soft button to save the setting.



### **Using a Headset with a 2.5mm Jack (Ear/Mic)**

See ["Using the Headset \(vs. Speaker\) Mode" on page 2-14.](#)

### **Adjusting the Volume on the Ear/Mic**

See ["Adjusting the Volume on the Headset" on page 2-15.](#)

## **Using the Hold Feature**

### ***To Put a Call On Hold***

Press HOLD/SAVE to place the current call on hold.

### ***To Retrieve a Call on Hold***

Press the flashing red line (Flex) button.

**NOTE:** Calls left on hold for a preset period of time will ringback to the last extension that placed the call on hold. Contact your System Administrator for more information about the ringback time.



## Transferring Calls

You can perform both screened and unscreened transfers, as well as direct transfer to a voice mailbox:

- **Screened Transfers:** Allows you to announce a call to the destination station before completing the transfer.
- **Unscreened Transfer:** Allows you to complete a transfer without announcing the party to the destination station.

### Transfer a Call from Your Station to another Station

*While on a call:*

1. Press the TRANS soft button or TRANS/PGM to put the current call on hold.
2. Dial the destination target (station or hunt group) to which you want to transfer the call.

19415552222		
LINE 08		00:00:03
TRANS	CONF	MUTE-->

#### **To Make a Screened Transfer**

3. Wait for the destination target to answer.
4. Announce to the destination target who is calling, then hang up to complete the transfer.

**NOTE:** If the destination station/hunt group is busy or the user does not want to accept the call, press the TRANS soft button or TRANS/PGM to reconnect to the caller.

*OR*

#### **To Make an Unscreened Transfer**

5. Wait for the destination target to ring, then hang up before it is answered to complete the transfer.

**NOTE:** If the destination station/hunt group is busy, press the TRANS soft button or TRANS/PGM to reconnect to the caller.

### Transfer a Call Directly to Voice Mail

1. Press the TRANS soft button or TRANS/PGM to put the current call on hold.
2. Press the CALLBK soft button.
3. Dial a destination voice mailbox number.

*When the voice mail answers:*

4. Hang up to complete the transfer.

## Customizing Your Phone

The following pages provide details about customizing your phone. This includes designating:

- A Station Name - see below
- A Station Greeting for Incoming Calls - see [page 2-21](#)
- Ring Types for Incoming Calls - see [page 2-23](#)
- The HTP Option for Incoming Calls - see [page 2-24](#)

### Station Name Programming

You can designate a "name" for your station. This name will appear on your display, as well as the display of any other station in your system that you call or that calls you.

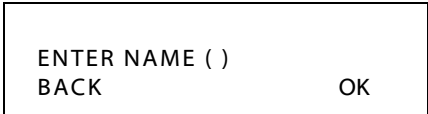
1. Use ▲ on the Nav Button to access the Programming Menu.
2. Press the OK soft button to select the BASIC PROGRAM option.
3. Make sure the STATION NAME PROGRAM option is selected.
4. Press the OK soft button to select the STATION NAME PROGRAM option.
5. Enter the name you want to have appear on the display (see ["Entering Characters for Display Entries" on page 2-19](#)).
6. Press HOLD/SAVE to save the entry.
  - The name will now appear on your display.



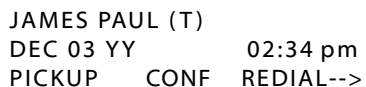
1. BASIC PROGRAM  
2. ADVANCED PROGRAM  
OK




1. STATION NAME PROGRAM  
2. RING PROGRAM  
BACK OK

ENTER NAME ( )  
BACK OK

JAMES PAUL (T)  
DEC 03 YY 02:34 pm  
PICKUP CONF REDIAL-->

## Entering Characters for Display Entries

In addition to using the dialpad to enter numbers on the display, You may need to use it to also enter text when using various features that allow you to enter text on the display (such as Station Name Programming, Pre-selected Messages, Phonebook entries, and Speed Dialing entries).

Use the table below to locate the letter, number, and symbol codes that allow you to enter text on your display.

**EXAMPLE:** To enter the name MARY, you would use the dialpad to enter the number series: 61 (for M), 21 (for A), 73 (for R), and 93 (for Y).

21 = A	32 = E	43 = I	61 = M
22 = B	33 = F	51 = J	62 = N
23 = C	41 = G	52 = K	63 = O
31 = D	42 = H	53 = L	71 = P
72 = Q	82 = U	93 = Y	13 = .
73 = R	83 = V	94 = Z	*1 = SPACE
74 = S	91 = W		*2 = :
81 = T	92 = X		*3 = ,
00 = 0	40 = 4	80 = 8	
10 = 1	50 = 5	90 = 9	
20 = 2	60 = 6		
30 = 3	70 = 7		

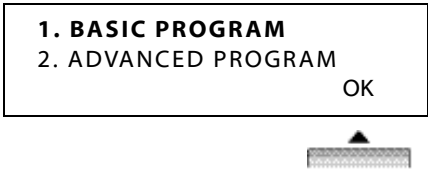
# Setting Your Password

Various options and selections available on your phone require that you enter a password. In order to make the password easy for you to remember, you can create and/or change your password using the procedures below.

**IMPORTANT:** Contact your System Administrator to find out if there is a password currently set for your phone. You will need to use that password in order to change or re-set it.

## Registering (Creating) Your Password

1. Use ▲ on the Nav Button to access the Programming Menu.
2. Press the OK soft button to select the BASIC PROGRAM option.
3. Use ▼▲ on the Nav button to scroll through the options.



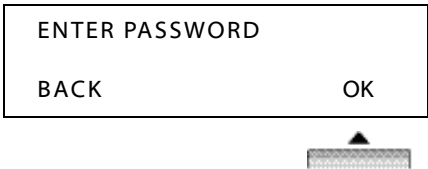
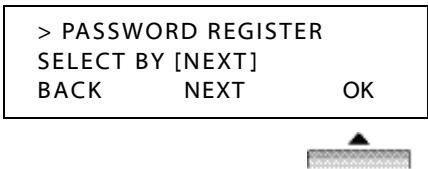
When you see the PASSWORD PROGRAM option:

4. Press the OK soft button to select the option.



When you see the PASSWORD REGISTER option:

5. Press the OK soft button to select the PASSWORD REGISTER option.
6. Use the dialpad to enter the current password (see IMPORTANT note above).
7. Press OK.
8. Use the dialpad to enter the new password (3 to 11 digits).
9. Press OK to save your password.



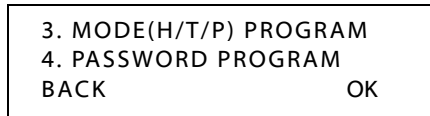
### Changing Your Password

1. Use ▲ on the Nav Button to access the Programming Menu.
2. Press the OK soft button to select the BASIC PROGRAM option.
3. Use ▼▲ on the Nav button to scroll through the options.

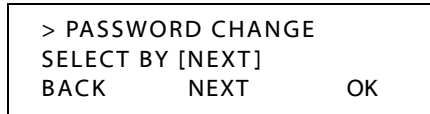


When you see the PASSWORD PROGRAM option:

4. Press the OK soft button to select the option.

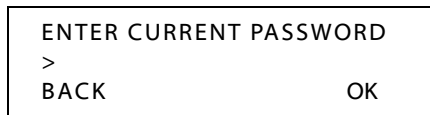


5. Press the NEXT soft button to scroll to the PASSWORD CHANGE option.



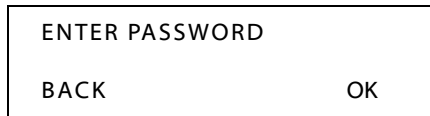
When you see the PASSWORD CHANGE option:

6. Press the OK soft button to select the PASSWORD CHANGE password.
7. Use the dialpad to enter your password (3 to 11 digits)



- See **IMPORTANT** note on [page 2-20](#).

8. Press the OK soft button to save your new password.



## Recording Your Station Name (Voice Title)

Record or change your name as it will be heard by callers when they dial your extension. If you do not record your own voice title, the system may play a default recording (contact your System Administrator for more information about any default recordings).

1. Lift the handset.
2. Press TRANS/PGM.
3. Press 6.
4. Press \*, then #.

*At the prompt/tone:*

5. Record your name.
6. Press HOLD/SAVE to complete and save the recording.

## Recording Your Station Greeting

You can record the greeting that your callers will hear if they reach your voice mail because your phone is busy or because you are away.

**NOTE:** This feature applies to in-skin voice mail (VMIB) systems only. Contact your System Administrator for more information.

1. Press TRANS/PGM.
2. Enter 61.
3. Enter your station number.

**NOTE:** If a greeting already exists, it will be played.

4. Press #.

*At the prompt:*

5. Begin recording your greeting.
6. Press HOLD/SAVE or SPEAKER to end and save the recording.
  - A confirmation tone sounds.

# Setting Ring Types

Use this feature to set different ring types for your incoming intercom calls and external (CO) calls. This allows you to instantly know if you are receiving an intercom call or a call from an outside source.

1. Use ▲ on the Nav Button to access the Programming Menu.
2. Press the OK soft button to select the BASIC PROGRAM option.
3. Use the ▼▲ on the Nav button to scroll through the options.

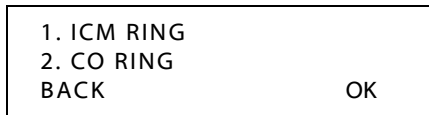


When you see the Ring Program option:

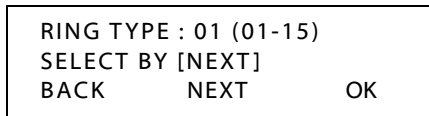
4. Press the OK soft button to select the Ring Program option.



5. Use the ▼▲ on the Nav button to toggle between the ICM (Intercom) and CO (outside call) options.



6. Press the NEXT soft button to scroll through the various ring types.
  - As you scroll, the ring types will sound.



When you hear the ring type you want to use for the currently selected call type (ICM or CO):

7. Press the OK soft button to save the setting.

## Setting the HTP Mode

You can set your phone to handle incoming calls in any of the various ways:

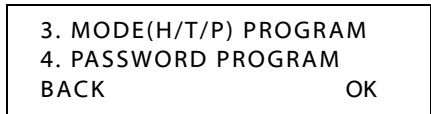
- **Handsfree Mode**- You will hear three bursts of tone and an announcement. Reply handsfree (using the mic and speaker) or lift handset. The calling party can hear any conversation in progress.
- **Tone Mode (default)**- You will hear repeated bursts of intercom ring tone and the HOLD button slow flashes. Lift the handset or press SPEAKER button to answer.
- **Private** - You will hear three bursts of tone and a one-way announcement. The calling party cannot hear any conversation in progress until you lift the handset or press Speaker to accept the call.

1. Use ▲ on the Nav Button to access the Programming Menu.
2. Press the OK soft button to select the BASIC PROGRAM option.
3. Use ▼ ▲ on the Nav button to scroll through the options.

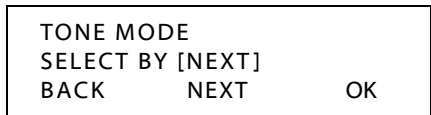


When you see the *MODE H/T/P PROGRAM* option:

4. Make sure the *MODE (H/T/P) PROGRAM* option is selected.
5. Press the OK soft button to select the option.



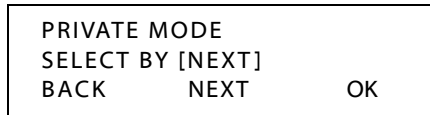
6. Press the NEXT soft button to scroll through the various HTP Mode options.



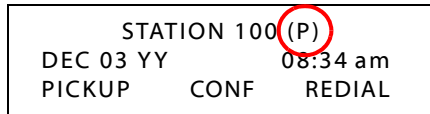


When you see the HTP Mode you want to use:

7. Press the OK soft button to save the setting.



- The currently selected setting will appear on the display.



## Using Pre-Selected Display Messages

You can set a message on your display that will appear on the display of any other station within your system. These messages will alert the caller as to your status.

Available Pre-selected Messages that are:

- AT HOME
- AT BRANCH OFFICE
- IN A MEETING / RETURN AT TIME XX:XX
- IN OFFICE STASSS
- CALL TO (PHONE NO :)
- OUT OF OFFICE / RETURN UNKNOWN
- OUT OF OFFICE / RETURN AT DATE XX:XX
- OUT OF OFFICE / RETURN AT TIME XX:XX
- ON VACATION / RETURN AT DATE XX:XX
- LUNCH RETURN AT XX:XX
- USER CUSTOM MSG

**HINT:** To create your own messages using the Character Entry chart on [page 2-19](#)

**NOTE:** Contact your System Administrator for more information.

Chapter 2: Using the 24-Button Digital Phone

### Setting a Pre-Selected Message

1. Use ▲ on the Nav Button to access the Programming Menu.
2. Use ▼ on the Nav Button to scroll to the ADVANCED PROGRAM option.
3. Press the OK soft button to select the ADVANCED PROGRAM option.
4. Use the ▼▲ on the Nav button to scroll through the options.



When you see the PRESELECTED MSG PGM option:

5. Press the OK soft button to select the option.

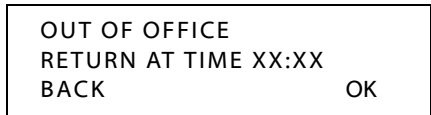


6. Use the ▼▲ on the Nav button to scroll through the available messages (as shown on previous page).



When you see the pre-selected message you want to use:

7. Press OK to select it.



### ***If You Select a Message that Requires a Phone Number, Date, or Time entry***

8. Use the dialpad to enter phone numbers, dates, and times.

- *For a date*, use two digits for the month and day.

- *For time*, use two digits for the hour, and two digits for the minute. In addition, you must use the 24-mode system.

OUT OF OFFICE	
RETURN AT TIME XX:XX	
BACK	OK



**EXAMPLE:** For 8:30am, you enter 0830. For 4:30pm you must enter 1630.

ENTER TIME		
16:30 PRESS OK KEY		
BACK	P.DVU	OK



*Once you have completed the setting:*

9. Press the OK soft button to save the setting.

- Once the message has been selected and time/date/phone numbers entered as needed, it will appear on your display. In addition, the DND LED will flash.

OUT OF OFFICE		
RETURN AT TIME	04:30 pm	
PICKUP	CONF	REDIAL

### ***To Cancel a Message***

Press DND.

## **Creating a Custom Message**

Contact your System Administrator to see if your phone is allowed to create custom messages.

Follow steps 1 to 6 above to select the User Custom Message option.

7. Enter the message you want to have displayed (see [“Entering Characters for Display Entries” on page 2-19](#)).
8. Press the OK soft button to save the message.

## Chapter 2: Using the 24-Button Digital Phone

## Programming Flex Buttons

If you have access to the Flex Button programming option, you can assign different tasks to any Flex button on your phone (see [“Fixed, Pre-programmed, & Flex Buttons”](#) on page 2-11).

**NOTE:** Contact your System Administrator to find out if you have this access.

1. Press TRANS/PGM.
2. Press the flexible button to be programmed.
3. Enter the applicable feature code from the following table.
4. Press HOLD/SAVE to save the setting.

Numbering Plan for 24-button Digital Phone			
Account Code	PGM + 80	MPB Version Display	PGM + 72
Alarm Reset	565	Record Page MSG	PGM + 65
Auth. Code Change	PGM + 32	Record User Greeting	PGM + 61
Auth. Code Register	PGM + 31	Record User Name	PGM + 6*
Background Music	PGM + 73	Register Station Name	PGM + 74
Call Coverage	PGM + 46	Record User Greeting	PGM + 61
Call Log	PGM + 57	Register Station Name	PGM + 74
Call Park	601-608	REDIAL button	PGM + 97
Camp-On	PGM + 85	Ring Answer Mode	PGM + 12
COS Down	PGM + 21	Ring Type	PGM + 11
COS Restore	PGM + 22	Set Customer MSG	PGM + 52
Direct Station Select	100-131	Set Pre-selected MSG	PGM + 51
E-mail Notification	PGM + 60	Set Wake-up Time	PGM + 41
Erase Page MSG	PGM + 67	Speakerphone/Headset	PGM + 75
Erase User Greeting	PGM + 66	Two way recording	PGM + 54
Erase User Name	PGM + 6#	Universal Night Answer	569
Group Call Pickup	PGM + 71	Wake-up Disable	PGM + 42
H-T-P	PGM + 12	Walking COS	PGM + 23
Headset Ring Mode	PGM + 76	Outside Line Access	
Hunt Group	620-629	Group	801-808
ICM Hold	PGM + 83	Group access	9
LCD Display Language	PGM + 71	Individual Line Access	8801-8812
Listen Station Number	PGM + 63	Speed Dial	
Listen Station Status	PGM + 64	Station speed dial	SPEED + 000-099
Listen Time & Date	PGM + 62	System speed dial	SPEED + 2000-2449
LOOP button	PGM + 84	Ring Answer Mode	PGM + 12

# Using Phone Features and Functions

## Alarm (Wake Up Program)

You can set up an alarm or reminder on your phone. This feature can be programmed to activate one time or be programmed to repeat daily. If you are on a call when the alarm goes off, a special dial tone will sound.

1. Use ▲ on the Nav Button to access the Programming Menu.
2. Use ▼ on the Nav Button to scroll to the ADVANCED PROGRAM option.
3. Press the OK soft button to select the ADVANCED PROGRAM option.
4. Use the ▼▲ on the Nav button to scroll through the options.

1. BASIC PROGRAM  
2. **ADVANCED PROGRAM**  
OK



When you see the WAKE UP PROGRAM option:

5. Press the OK soft button to select the option.

1. **WAKE UP PROGRAM**  
2. PRESELECTED MSG PGM  
BACK OK



6. Use the dialpad to enter the time.

**NOTE:** You need to use two digits for the hour, and two digits for the minutes. In addition, you must use the 24-mode system.

ENTER YOUR WAKEUP TIME  
HH:MM 10:00 am  
BACK ERASE OK



**EXAMPLE:** For 8:30 am, you enter 0830. for 8:30 pm you must enter 2030.

ENTER YOUR WAKEUP TIME  
08:30 10:00 am  
BACK ERASE OK

*Chapter 2: Using the 24-Button Digital Phone*

*If you only want the alarm to go off for a single time:*

7. Press #, otherwise, go to step 8.

**IMPORTANT:** If you do not press #, the alarm will go off at the same time each day as you have set.

*Once you have completed the time alarm time setting:*

8. Press the OK soft button to save the setting.

ENTER YOUR WAKEUP TIME		
08:30		10:00 am
BACK	ERASE	OK



- Once the alarm has been set, an asterisk (\*) will flash next to your system's current time on the display.

STATION 100 (T)		
FEB 01 YY		*10:00 am
PICKUP	CONF	REDIAL

- When the alarm goes off, the tone will sound and the Alarm message will appear on your display:

WAKEUP RING		
FEB 01 YY		*08:30 am

### **To Cancel an Alarm**

Repeat steps 1 through 4 for setting the alarm.


*But... instead of setting a time:*

5. Press the ERASE soft button.
6. Press the OK soft button to complete the cancellation.

## Automatic Called Number Redial

ACNR automatically dials a number until the target answers (see **Note** below).

*While on a call (where no one answered):*

1. Use  on the Nav Button to set automatic called number redial.
2. Hang up.

12345678		
LINE 08		00:00:03
RECORD	FLASH	ACNR-->

**NOTE:** The number will be automatically re-dialed until the target destination answers. However, the number of times and frequency the number is automatically re-dialed is set by your System Administration.

## Call Log

The Call Log feature allows you to view a log of the last several incoming and outgoing calls, to and from your station. In addition, any "lost calls" will be included in the list. You can scroll through the list of numbers, then select one of those numbers for redial.

In addition to the phone number, the phone also displays the time and date of each call, as well as any station or system speed dial identifier that may be associated with that number.

**NOTE:** A Flex button must be programmed for your phone in order for you to use this feature (see ["Programming Flex Buttons" on page 2-28](#) for details about programming a Call Log flex button).

The number of calls stored in your call log is defined by your System Administrator. Contact your System Administrator to find out if this feature is available on your phone system for your phone.

### Using the Received or Dialed Call List

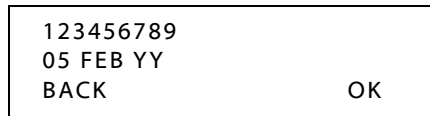
1. Press the *Call Log* flex button.
2. Use ▼▲ on the Nav Button to scroll to the call type you want to view.

*When you see the list you want to dial:*



3. Press the OK soft button to display the first number in the selected list.
4. Use ▼▲ on the Nav Button to scroll through the list of numbers in the list.

**HINT:** Press the BACK soft button to return to the previous menu.



*When you see a number you want to dial:*

5. Press the OK soft button to dial the number.

### Using the Lost Call List

Follow steps 1 and 2 to get the Lost Call option (if you scroll past the first two lists, you will see the third option - Lost Call).

*When you see the Lost Call option:*



3. Press the OK soft button to display the next first number in the Lost Call list.
4. Use ▼▲ on the Nav Button to scroll through the list of numbers in the list.

**HINT:** Press the BACK soft button to return to the previous menu. Select



When you see a number you want to dial, delete, save, or edit:

- 5. Press the ANSWER soft button to dial the currently displayed number.

OR

Press the SELECT soft button to scroll through a list of options.

0123456789		
03/10	16:02	CNT :01
BACK	SELECT>	ANSWER



- 6. Make a selection from the list of options:

- Press the DEL CUR soft button to **delete the currently displayed number** from the Lost Call list, then press HOLD/SAVE to confirm the deletion.

0123456789		
03/10	16:02	CNT :01
BACK	SELECT>	DEL CUR



- Press the DEL ALL soft button to **delete all numbers** from the Lost Call list, then press HOLD/SAVE to confirm the deletion.

0123456789		
03/10	16:02	CNT :01
BACK	SELECT>	DEL ALL



ALL CLI DELETE		
Press HOLD Key		
BACK	SELECT>	DEL ALL

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- Press the SAVE soft button to **save the number as a Speed Dial/Bin number**, enter the Speed Bin number you want to associate with this number for future use, then press HOLD/SAVE to store the new number and its bin.

```
0123456789
03/10      16:02    CNT :01
BACK      SELECT>  SAVE
```



**HINT:** CLI refers to how the system identifies a phone number or call information.

```
ENTER SPD BIN NO (000)
CLI MSG USED
PAUSE      FLASH   D-TONE
```

- See [“Speed Dialing” on page 2-55](#) for more information about Speed Dial Numbers/Bins.

- Press the NAME/TEL soft button to **view the name** associated with the currently displayed number.

```
0123456789
03/10      16:02    CNT :01
BACK      SELECT>  SAVE
```



**HINT:** Use this same button to toggle between the number and any name associated with it.

```
ENTER SPD BIN NO (000)
CLI MSG USED
PAUSE      FLASH   D-TONE
```

## Callback

Callback can be used to call back an internal caller that has left you a message. In addition, if you try to access an outside line (by dialing the access code: usually 9), you can use Callback to alert you when an outside line is freed up for you to use to make an external call.

**NOTE:** An external or outside line is also known as a CO Line.

### Return a Call from Someone that Left a Message

When you have a message from another station:

1. Pick up the handset or press SPEAKER.
2. Press CALL BACK to directly dial the station from which the message was left.

### **Use Callback to Notify You When an Outside Line (CO LINE) is Available**

*When you try to access an outside line that is busy:*

1. Press CALLBK.
  - A confirmation beep will sound.

CO LINE 001 BUSY  
QUEUEING ([CALLBK])  
CALLBK



*When an outside line becomes available, your phone will ring.*

2. Lift the handset or press SPEAKER.
3. Press the flashing line key, then dial 9 to access an outside line.
4. Dial the external phone number.

## **Call Screening**

When a call is sent to your voice mailbox, you can press a pre-programmed flexible button to listen to the caller leaving the voice mail message. If you decide to speak with the caller, you can press the pre-programmed button to be connected to the caller.

**NOTE:** Call screening can also be used for No Answer forward type calls.

### **Notification Methods**

*Two methods of notification are available: Ring Mode or Speaker Mode*

These methods are controlled by the type of flexible button assigned on the phone. EX. -- a station user places their phone in call screening mode by pressing the flexible button programmed on the telephone. The button light is solid red. When an incoming CO call rings at a station and forwards (except busy type) to the station's voice mailbox, the following will occur:

- In RING MODE, the pre-programmed call screening flexible button flashes red while the caller is in the owner's mailbox. The mailbox owner presses the pre-programmed flashing button and the audio is broadcast over the speaker of the keyset. At this point the mute key is enabled on the keyset and the LED light is solid green.
- In SPKR MODE, the voice mail message is broadcast over the speaker. The mute key is enabled on the keyset and the LED light is solid green.

*Chapter 2: Using the 24-Button Digital Phone*

**NOTE:** A Flex button must be programmed for your phone in order for you to use this feature (see [“Programming Flex Buttons” on page 2-28](#) for details about programming a Call Screening flex button.

**Display Messages**

When a call is ringing the station in ring mode, this message displays:

SCREENING RING DD MMM YY            HH:MM am
---

When a station is monitoring the caller in VM, this message displays:

SCREENING DD MMM YY            HH:MM am
--

***To set the Operation Mode:***

1. Press [TRANS/PGM].
2. Press the desired flexible button for programming.
3. Dial [481] to select the ring mode or dial [482] to select the speaker mode.

A confirmation tone sounds.

***To screen incoming calls:***

Make sure your mailbox greeting has been recorded in order to use this feature.

SCREENING 05 DEC YY            09:51 CONF    SPEAK-->
---

When you have a new voice mail message, your Message Wait Lamp will be lit (see [page 2-10](#)).

**HINT:** Also see [“Setting Your Password” on page 2-20](#), and “Recording Your Station Name (Voice Title)”, as well as [“Recording Your Station Greeting” on page 2-22](#).

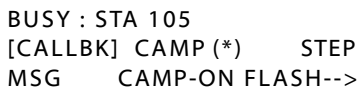
## Camp-On

Camp-On allows you to set your phone to automatically call back a station that is busy.

The Camp-On setting will also be displayed on the busy station's display.

*When an extension is busy:*

1. Press CAMP-ON to set the feature.



```

BUSY : STA 105
[CALLBK] CAMP (*)   STEP
MSG      CAMP-ON FLASH-->
  
```

- The Camp-On setting will also appear on the busy station's display.



```

CAMP-ON BY STA 105
05 FEB YY           09:51
TRANS      CONF    MUTE-->
  
```

*When the other extension becomes available, your phone will ring:*

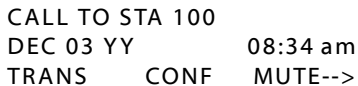
2. Pick up the handset, or press SPEAKER.
  - You will hear the other extension ringing, and can continue the call.

## Conference

You can establish a Conference with up to 15 internal and/or external participants.

**IMPORTANT:** Contact your System Administrator for more information as the number of parties allowed on a single conference call may be limited to less than 15.

1. Use the basic steps for placing a call to make the first call in the conference (see [page 2-11](#)).
2. Press the CONF soft button to place the current call on hold while you add another participant.
3. Dial the next participant.
4. Press the CONF soft button twice to connect all of the participants.



```

CALL TO STA 100
DEC 03 YY           08:34 am
TRANS      CONF    MUTE-->
  
```

*OR*

Repeat steps 2 and 3 to add more participants (up to sys. max. allowed).

## Dial By Name

Dial By Name allows you to enter the person's name of the station where you would like to send or forward a message.

**NOTE:** - The name match is based on the name entered for the company directory in station programming. If a name was not recorded, a name will not be presented for the station.

- For this function to work properly, the user name must be recorded.

*At the prompt:*

1. Enter a Mailbox number (xxx) or Distribution List (1-5) followed by #.

*OR*

Press \* to spell the name of the mailbox owner.

2. After pressing \*:

1. Press 1 to search by first name,

*OR*

2. Press 2 to search by last name.

3. Then enter the first 3 characters of the person's first or last name.

- If a single match is found: press 1 for [user name] or mailbox no.
- If multiple matches are found, up to 9 [user name] or mailbox numbers are presented.

## Distribution Lists

This feature allows you to send or forward a message to a group of mailboxes using a single digit instead of entering each mailbox individually.

**NOTE:** Maximum -- 5 distribution lists per mailbox ,and 25 mailboxes per list.

***To set up a Distribution List:***

1. From the main menu, press 4 to select Personal Options.
2. When you hear the prompt, press 1 to Edit Distribution Lists.
3. Then press 1 again when prompted and enter the list number (1-5) you wish to add or change.
4. Press 1 when you hear this prompt: "to edit a list press 1 ...".
5. At the next prompt, press 1 to Add a Mailbox and then enter the mailbox number you wish to add to the distribution list. When completed, you will hear "Mailbox added".

**Delete a Mailbox from a Distribution List**

When prompted to edit a list (shown in Step 4 above):

Press 2. When completed, you will hear "Mailbox XXX deleted".

**Listen to Mailboxes in a Distribution List**

When prompted to edit a list (shown in Step 4 above):

Press 3. You will hear the mailbox numbers that are included in the list.

**To use a Distribution List when leaving a message**

After you record or reply to a message, you will hear the following prompt: "Please enter the mailbox number or distribution list number."

Enter one of the following for a message you wish to send:

- a 3-digit mailbox number followed by #,  
OR
- a distribution list number (1-5) followed by #,  
OR
- press \* to spell the name of the mailbox owner.

**Do Not Disturb (DND)**

Do Not Disturb (DND) prevents your phone from ringing. It also blocks pages and voice calls. Callbacks from calls left on Hold, Park, and Camp-On will still ring your phone.

- Using the Do Not Disturb button, you can enable or disable Do Not Disturb while you are using the phone without interrupting your conversation.
- If you enable Do Not Disturb while your line is ringing, the call is transferred to your Busy Forward destination (see "[Forward Calls](#)" on [page 2-40](#)), with one exception: if you are a member of a Hunt Group, and you enable Do Not Disturb for a call, the call will continue to ring the other phones in the hunt group.

Press the DND soft button.

OR

Press DND (fixed button).

CALL FROM STA 104	
DEC 03 YY	08:34 am
DND	



## Flash


The Flash allows you to disconnect the line or exit the current task and access dial tone. It may appear on the display at various points when you are performing tasks and features, or if you make a dialing error. The following provides two examples of how Flash may be available.

Press the FLASH soft button.

*OR*

```
12135559988
LINE 08          00:00:03
RECORD  FLASH  ACNR-->
```



Use  on the Nav Button to use the Flash feature.

```
BUSY : STA 105
[CALLBK] CAMP (*)   STEP
MSG  CAMP-ON FLASH-->
```

## Forward Calls

Use Forward to redirect your calls to another extension or phone number. There are several Call Forward options.

### Overview of Forwarding Calls

1. Press SPEAKER.
2. You will hear the dial tone.
3. Press FWD to access the Forward settings.

- The dial tone will stop and the Forward Type selection screen will appear.

```
ENTER FORWARD TYPE
( 0 - 9 , # )
```

4. Enter the Forward Type and the destination information as prompted (see "Entering a Destination" below, and ["Selecting a Forward Type" on page 2-41](#)).

**NOTE:** All Forward settings, except Follow-Me, must be made from your own phone.

For some Forward situations, you will be prompted to enter time, date, and/or password (see ["Selecting a Forward Type" on page 2-41](#)).

5. Press SPEAKER to exit the Forward menu at any time.

**NOTE:** Once you complete a Forward setting (except forward to VM), the DND will flash, and the current Forward setting will display.



## **Entering a Destination**

### ***When entering an Internal Destination (STA/HUNT/VMIB)***

Do one of the following:

- Enter 100 to 131 to forward your calls to **another station** number (STA).
- Enter 620 to 629 to forward your calls to **Hunt Group**.
- Enter a **voice mailbox number** (for either a station or Hunt Group) to forward calls to voice mail.

### ***When Entering an OFF-NET Destination (CO BTN/SPD-BIN)***

- Press a flex/line (CO) button for off-net forwarding (optional).
- Enter a station (000 to 099) or system (2000 to 2499) **speed bin number**.

## **Selecting a Forward Type**

After you access the Call Forward Option (see steps 1 through 3 in [“Overview of Forwarding Calls”](#) on page 2-40):

Select one of the following

### **0 = FOLLOW-ME FORWARD**

From any phone in the system, you can specify an extension to which you want your calls forwarded. Once you enter the destination number, you will be prompted for your password.

Press 0 for FOLLOW-ME FORWARD.

**EXAMPLE:** You go to work in a lab room and want all calls forwarded to that room, but have forgotten to set the forward prior to leaving your office. You can pick up the phone in the lab and set it for the Follow-me forward. All calls to your office phone will then ring in the lab (until you cancel the setting).

FOLLOW-ME FORWARD  
ENTER STA/HUNT/ #(VMIB)

---

*Chapter 2: Using the 24-Button Digital Phone***1 = UNCONDITIONAL FORWARD**

Have your calls forwarded to another destination no matter what your status (for example, on or off hook, busy, DND, no answer, etc.).

UNCONDITIONAL FORWARD  
ENTER STA/HUNT/ #(VMIB)

Press 1 for UNCONDITIONAL FORWARD, enter the destination extension, then your password.

- A confirmation tone sounds, the DND LED (on your phone) flashes.

**2 = BUSY FORWARD**

Have your calls forwarded to another destination when your phone is busy (that is, when you are on another call), or when DND is enabled on your phone.

BUSY FORWARD  
ENTER STA/HUNT/ #(VMIB)

Press 2 for BUSY FORWARD, then enter the destination extension.

- A confirmation tone will sound, and the DND LED will begin flashing.

**3 = NO ANS FORWARD**

Have your calls forwarded to another destination when there is no answer at your phone.

NO ANS FORWARD  
ENTER STA/HUNT/ #(VMIB)

Press 3 for NO ANS FORWARD, then enter the destination extension.

- A confirmation tone will sound, and the DND LED will begin flashing.

**4 = BUSY/NO ANS FORWARD.**

Have your calls forwarded to another destination when your phone is busy, or when DND is enabled on your phone, or when there is no answer.

BUSY/NO ANS FORWARD  
ENTER STA/HUNT/ #(VMIB)

Press 4 for BUSY/NO ANS FORWARD, then enter the destination extension.

- A confirmation tone will sound, and the DND LED will begin flashing.

**5 = (Unconditional) FORWARD TO OFF-NET - Phone Number**

Have your calls to forward to an external phone number (such as your home or cell phone) in any situation.

```
FORWARD TO OFF-_NET
ENTER CO BTN/SPD-BIN
```

Press 5 for (unconditional) FORWARD TO OFF-NET, then press the CO button (line button) or enter the SPD-BIN (Speed Dial Number) that corresponds to the number to which you want your calls forwarded.

- A confirmation tone will sound, and the DND LED will begin flashing.

**6 = NO ANS FORWARD TO OFF-NET - Phone Number**

Have your calls to forward to an external phone number (such as your home or cell phone) if there is no answer at your phone.

```
NO ANS FORWARD TO
OFF-_NET
ENTER CO BTN/SPD-BIN
```

Press 6 for NO ANS FORWARD TO OFF-NET, then press the CO button (line button) or enter the SPD-BIN (Speed Dial Number) that corresponds to the number to which you want your calls forwarded (see [page 2-55](#)).

- A confirmation tone will sound, and the DND LED will begin flashing.

**7 = Not available****8=(Unconditional) FORWARD TO OFF-NET - Line Button**

Use a Flex/Line button that is programmed to dial a specific outside number to forward calls in any situation.

```
FORWARD TO OFF-_NET
ENTER CO BTN/SPD-BIN
```

Press 8, for FORWARD TO OFF-NET, then press the Flex/Line key associated with the number to which you want to forward your calls.

**9 = NO ANS FORWARD TO OFF-NET - Line Button**

Use a Flex/Line button that is programmed to dial a specific outside number to forward calls when there is no answer at your station.

```
NO ANS FORWARD TO
OFF-_NET
ENTER CO BTN/SPD-BIN
```

Press 9, NO ANS FORWARD TO OFF-NET, then press the Flex/Line key associated with the number to which you want to forward your calls.

## Chapter 2: Using the 24-Button Digital Phone

### **# = FORWARD TO VOICE MAIL**

- This setting allows you to have your calls forwarded directly to your own voice mailbox.

**NOTE:** The other voice mail forward settings allow you to forward calls to OTHER voice mailboxes.

### **Cancel Forward Setting**

Press DND.

- The DND LED will stop flashing and the setting will disappear from the display.

## **HotDesk**

If you are set up with a "HotDesk", it allows you to share a 24-button digital phone with others while maintaining your own settings and log in information. The station used for HotDesk purposes may also be referred to as a "Dummy Station".

**EXAMPLE:** For a call center, marketing department people on different shifts can share a working place with one another.

**IMPORTANT:** You must log out when you are no longer using the station so that it will be available to users who share the station with you.

Contact your System Administrator for details about your access to HotDesk, including password information.

### **To Use HotDesk**

*From a station designated by your System Administrator for use with the HotDesk feature:*

1. Use ▲ on the Nav Button to access the Programming Menu.
2. Use the ▼▲ on the Nav button to scroll through the list until you see the HOTDESK PROGRAM option.



When you find the **HOTDESK** option:

3. Press the OK soft button to select it.
4. Use the ▼▲ on the Nav button to scroll between the LOG IN and LOG OUT options.



**To Log In:**

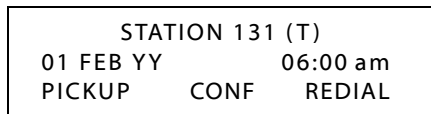
5. Make sure the LOG IN option is selected.



6. Press the OK soft button.
7. Enter the password.
8. Press the OK soft button.



- The station information that corresponds to your HotDesk log in will appear on the display:



**To Log Out:**

Follow steps 1 to 4 above.

5. Make sure the LOG OUT option is selected.
  - Each time you log out, you will be prompted to enter a Forward setting.



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*When you see the Forward prompt:*

6. Use ▼▲ on the Nav button to scroll through the Forward options:
- NO FORWARD SET  
(to set no forward option)
  - FORWARD TO VMIB  
(to forward calls to your own voice mailbox)
  - FORWARD TO VM XXX  
(to forward your calls to a voice mailbox other than your own)
  - FORWARD TO SPD2000
  - FORWARD TO STA\*\*\*  
(if you want to forward your calls to another user's station)



AGENT LOGOUT WITH  
NO FORWARD SET ?

OK

*When you see the Forward setting you want to use:*

7. Press the OK soft button to store the setting and complete the log out.

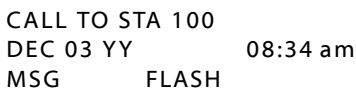
## Leave a Message (MSG)

This is very similar to Camp-On (see page [page 2-37](#)). You can use this feature to let a busy station know you have called or leave a message on their display.

### **To Let a Busy Station Know You Called**

*When you dial another station that is busy:*

Press the MSG soft button.



CALL TO STA 100  
DEC 03 YY 08:34 am  
MSG FLASH

## Monitor and/or Join a Conversation (Barge-In)

If you have the correct permissions set in the system, you can use Monitor to listen to a conversation between another extension and one or more other callers (internal or external). When you monitor a conversation, the participants do not know you are doing so. However, once you monitor a call, you can then join the call as a participant. In order to monitor a call, it must already be in process.


### To Monitor a Busy Extension

1. Dial the extension you want to monitor.

- Several options will appear on the display; one of these options is MONITOR (see example below).

```
BUSY : STA 101
[CALLBK] CAMP (*   STEP
<--MONITOR
```

When the Monitor option appears:

2. Use  Nav Button to scroll left to select the MONITOR option.
3. Press LISTEN to "Barge-in" without the participants knowing you are listening.

### To Join the conversation

Once you have followed the steps above to monitor a conversation:

4. Press JOIN to participate in the conversation.

```
MONITOR STA 101
```

```
JOIN      DROP
```



### To End Monitoring

Once you have followed the steps above to monitor and/or join a conversation:

5. Press DROP to participate in the conversation.

```
MONITOR STA 101
```

```
JOIN      DROP
```




## Mute

When you are on a call, you can use the Mute feature to prevent the distant party from hearing anything on your end of the conversation. This function will mute the handset, speaker, or headset.

**EXAMPLE:** For example: If you are on a conference call, and don't want any noise from your office to interrupt or disturb others on the call, you can Mute to keep all noise from your end of the conference from being heard by anyone else on the call.

### To Enable Mute

When you are on a call:

Use  on the Nav Button to select the Mute option.

14105557771		
LINE 08		00:00:03
TRANS	CONF	MUTE-->

### To Disable Mute

After you have placed your station on Mute:

Press SPEAKER to allow the distant party (or parties) to hear you again.

## Outcall Notification

Once you have been set up for Outcall Notification, you will hear the following prompt when a caller attempts to reach you at the designated number (e.g. cellphone or pager): "This is the SBX IP system, there is a message for [mailbox xxx]".

If you can not be reached after the specified number of attempts, the system will consider the notification failed and cease to notify you of the call.

Contact your System Administrator to find out if this feature is available on your station and/or phone system.

### To apply Outcall Notification settings (when enabled):

Press TRANS/PGM 68 and select one of the following when prompted:

- 1 to enable or disable the Outbound Notification feature.
- 2 for the number of notify attempts you wish to allow, 1-9.
- 3 for the interval between the retries, 01-60 (minutes).

**NOTE:** The parameters set up by the station user (1, 2, and 3 listed above) will override those entered by the System Administrator.



## Paging

Pages must be made using the handset.

**NOTE:** Your station may or may not allow you to page (either internal or external zone paging). However, even if you cannot initiate a page from your station you may still answer a Meet-Me Page announcement. Contact your System Administrator to find out if you have any paging features available on your phone.

There are 4 ways to initiate a page: External Page, Internal Zone Page, All Call (System) Page, and Meet-Me Page:

### External Paging

You can send a page to an external paging and/or amplifier system (such as out in a warehouse or outdoor area).

### Internal Zone Paging

Also known as Paging Groups, Internal Zone Paging allows you to page a particular group of phones (such as only those phones in the front office or sales office areas).

Unlike the “External Paging” feature, Internal pages are made through the speaker on each phone.

Each station in your phone system can be part of in any or all zones, or in no zone at all. However, the capability of initiating a page does not rely on whether or not you are part of a Paging Group. In addition, the reverse is true: being a member of a Paging Group does not necessarily mean you can initiate a page (see Note above).

Your system may also provide a “warning” tone to alert your group that a page is about to be made.

**NOTE:** Internal Zone pages are time limited. If the user exceeds the allotted paging time, the page is automatically disconnected.

### All Call (or System) Page

You can send a page to every station within the phone system. A warning tone may be programmed to sound to let users know that a page is about to be made (such as when everyone is being called to a company-wide event or if the receptionist cannot locate a specific user to take an urgent call).

**NOTE:** All Call Pages are time limited. If the user exceeds the allotted paging time, the page is automatically disconnected.

### **Meet-Me Page**

One user can initiate a page directed at another (specific) user. The user that is paged can then respond from any station, and be directly connected to the paging party for a private conversation (such as when a user is not in their own office and needs to reach another user).

**NOTE:** The paged user has a specific amount of time to respond before the Meet-Me page times out.

Also see [“Programming Flex Buttons” on page 2-28](#) for details about programming a Meet-Me Page Flex button.

### **Sending a Page**

1. Lift the handset.
2. Enter the appropriate paging code.

<b>ACCESS</b>	<b>CODE ITEM</b>
501-510	Internal Page Zones
506-510	Conference page zones
543	Internal All Call Page
544	Meet Me Page
545	External Page Zone
549	All Call Page (Internal & External)

3. Make your announcement.

**HINT:** If your system uses a warning tone you will have to wait until AFTER the tone sounds before you make your announcement.

4. Hang up.

### **Respond to a Meet-me Page**

1. Lift the handset.
2. Dial 544 (Meet-me Page code).

*OR*

*In case of Nomad IP*

Dial 544, then press the SEND soft button.

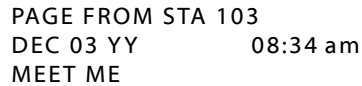
- OR

If a Meet-Me soft button appears on your display:

Press the MEET ME soft button (to respond without having to complete step 3).

3. Press HOLD/SAVE to establish connection with the paging party.

- The page feature returns to the idle status.



PAGE FROM STA 103  
DEC 03 YY 08:34 am  
MEET ME



## Parking

There are two ways that Park can be set up on your system. Contact your Administrator to find out if you have the following.

- System Park
- Park and Page

### System Park

You can place a call in a “parking slots” available on the SBX system for retrieval from another phone.

**EXAMPLE:** A call may come in for someone in your group. However, that person is somewhere else in the building. You can park the call, then page the person with the parking location/slot number. That person can then retrieve the call from any phone in the system by dialing the park location you provided.

**NOTE:** Contact your System Administrator for details about the available parking slots, and/or if you are unsure if this feature is available on your phone.

### To Park a Call

*While on an active call:*

1. Press TRANS/PGM, then dial the Park location/slot number (601through 608).
2. Hang up.

**HINT:** Remember the location at which the call is parked as you need it to retrieve the call.

---

*Chapter 2: Using the 24-Button Digital Phone***To Retrieve a Parked Call at Any Station**

1. Lift the handset, or press SPEAKER.
2. Dial the Park location/slot number to be connected with the caller.

**NOTE:** The time a call can remain parked is limited. If parked call exceeds this time limit, the call will ring back at the station that parked the call. If the call is still not retrieved it will route to the Automated Attendant, then it will be disconnected if not retrieved from there.

## Park and Page

This feature allows a caller reaching a mailbox to select an option to be placed into a system park state (see above), then have the mailbox user paged.

**IMPORTANT:** Contact your System Administrator to find out if this feature is available on your station and/or phone system. If it is available on your station, you will need to record your mailbox greeting to let the caller know he/she has the option to page you.

**NOTE:** You will need to create a recording in your mailbox to let callers know that this option is available to them.

**EXAMPLE:** *"I am currently away from my desk, if you would like to have me paged, please press 8. Otherwise, please leave a message and I will return your call as soon as possible. (please press 8 to page me)."*

**How the Caller Sends a Page**

*When the caller reaches your mailbox and hears your pre-recorded (see IMPORTANT note above) message with the page option.:*

- If the caller decides to have you paged (by pressing 8), the call is placed in the first available Park location/slot number.
- Once the call is parked, the system then accesses the All Call Page code (see [page 2-49](#)) and broadcasts over all stations: *"Call for [subscriber] in location XXX"*
- The system then hangs up, but the call remains parked for a designated length of time. This time is set by your System Administrator.

**To Retrieve a Parked Call at Any Station**

If/when you hear a page for you for a parked call:

1. Lift the handset, or press SPEAKER.
2. Dial the Park location/slot number to be connected with the caller.

**NOTE:** The time a call can remain parked is limited. If a parked call waiting for a page retrieval exceeds this time limit, the call will route to the Automated Attendant, then it will be disconnected if not retrieved from there.

**Phone Book/Dial by Name**

You can use this feature to easily find and dial numbers that are stored in the system and on your phone: Dial by Intercom (ICM) name, Station (STA) name, or by System (SYS) name.

**NOTE:** Also see ["Programming Station Speed Dial Numbers/Bins" on page 2-56.](#)

**Using the Phonebook for Dialing**

1. Use ▼ on the Nav Button to access the Phonebook.

1. DIAL BY ICM NAME  
2. DIAL BY STA SPD NAME  
OK

2. Use ▼▲ on the Nav button to scroll through the "Dial by..." lists.

3. DIAL BY SYS SPD NAME  
OK

3. Press the OK soft button to select the list you want to use.



4. Use ▼▲ on the Nav button to scroll through the names in the selected list.

When you find the number you want to dial:

5. Be sure that the appropriate number is selected.
6. Press the SEND soft button to dial the selected name (number).

1: JOE (105)  
2: MARY (107)  
BACK SEND



Chapter 2: Using the 24-Button Digital Phone

- If you are dialing an intercom number (another station in your system) using the ICM (Intercom) dial lists, the dialed number will appear on the display.

CALL TO JOE
01 FEB YY 06:00 am
MSG FLASH

- If you are dialing an outside call using the Station or System Speed dial lists, the dialed number will appear on the display.

19145552323
LINE 008 00:00:03
TRANS CONF MUTE

## PickUp

You can pick up a call on any extension within your call PickUp group.

**NOTE:** You must be part of a PickUp Group in order to pick up calls to that group. Contact your System Administrator to find out if you are a member of a PickUp Group, and if so, which group.

### To Pick Up a Call to Your Group

When a station within your group is ringing:

1. Lift your handset or press SPEAKER.
2. Press the PICKUP soft button to accept the call at your station.

STATION 100 (T)
DEC 03 YY 08:34 am
PICKUP CONF REDIAL



## Redial (Last Number)

The last number dialed on an external call is automatically saved by the phone as Last Number Redial (or in the Call Log - see [“Station Name Programming” on page 2-18](#)).

### To dial the last number dialed.

1. Press the REDIAL soft button.
  - The last dialed number appears on the display.

STATION 100 (T)		
DEC 03 YY	08:34 am	
PICKUP	CONF	REDIAL


Once you confirm that this is the number you want to call:

2. Press the OK soft button to call the number listed.

OR

If this is not the number you want to dial:

> 1234567		
DEC 03 YY	05:35 pm	
BACK	DELETE	OK

Use  down on the Nav Button to view and scroll through other recently dialed numbers.

When the number you want to dial appears:

Go back to step 2 above.

## Speed Dialing

Speed Dials can be programmed to dial directly to another person's phone number (for external calls) or extension (for internal calls). Your System Administrator may have speed dial numbers programmed for use by anyone in the system (known as System Speed Dial Numbers). However, you may also be able to set up your own list of speed dial numbers for your own use (known as Station Speed Dial Numbers).

**NOTE:** Speed Dial Numbers are also known as Speed Bins, and may be designated as follows:

- *Station Speed Bins: 000 to 099*
- *System Speed Bins: 2000 to 2499*

### Using System and Station Speed Dial Numbers

From an idle phone:

1. Press SPEED.
2. Enter the speed dial number (in the format as shown above).

```
SPD_NO LAST(*)SAVE(#)
DIAL_BY_NAME([SPEED])
SPEED
```

OR

Press \* to dial the last speed dial number used.

OR

Press the SPEED soft button to search available speed dial numbers (both system and station) by name.

#### To Dial by Speed Name

Once you have pressed the SPEED soft button as shown above:

3. Use ▼ ▲ on the Nav Button to scroll between DIAL BY STA SPD NAME or DIAL BY SYS SPD NAME option.
4. Press the OK soft button to select the "DIAL BY..." option you want to use.

```
1. DIAL BY ICM NAME
2. DIAL BY STA SPD NAME
OK
```

**HINT:** Follow the steps shown in ["Phone Book/Dial by Name" on page 2-53](#) for details about finding and dialing a speed dial number by name.

### Programming Station Speed Dial Numbers/Bins

While your System Administrator can program System Speed Dial Numbers/Bins (those that anyone in the system can use), you can create your own list of speed dial numbers. These are known as Station Speed Dial Numbers or Bins.

1. Use ▲ on the Nav Button to access the Programming Menu.
2. Use ▼ ▲ on the Nav button to scroll through the options.

```
1. BASIC PROGRAM
2. ADVANCED PROGRAM
OK
```



When you find the **SPEED PROGRAM** option:

3. Press the OK soft button to select it.

**3. SPEED PROGRAM**  
5. MOBILE EXTENSION PGM  
OK



4. Enter the three-digit speed dial BIN number (for example, 007).

- This is the number that will be associated with the actual phone number to be dialed.

>  
ENTER SPD BIN NO(000)  
BACK



5. Enter the number that you want to have dialed when the designated BIN number is selected.

- You can press DELETE to delete the BIN number without saving it.

>5552323  
ENTER CO-BTN/DIGIT (007)  
BACK DELETE




6. Press the OK soft button to store the phone number.

>  
ENTER NAME (SPD 007)  
BACK OK



7. Enter a name for the speed dial number (see [“Entering Characters for Display Entries” on page 2-19](#)).

>ABC COMPANY  
ENTER NAME (SPD 007)  
BACK OK



8. Press the OK soft button to complete the entry and store the name and number.

## Station Call Coverage

This feature permits a user (who is covering another station user) to receive and answer calls directed from a "covered" station. The station user assigns a call coverage button at their station via the flex button programming sequence. A flex button must be assigned at the covering station for calls to be handled for the covered station. A station can have multiple Call Coverage buttons, each covering a different station. Multiple stations can have a Call Coverage button for a covered station.

### **NOTE:**

- When a covered station rings, the {CALL COVERAGE} button LED (at the covering station) will flash. In addition, the covering station may receive a ring (immediate or delayed) for the call.
- When a coverage station answers a call for a covered station, any related rings at other stations are stopped. Once answered, the LED of any {CALL COVERAGE} buttons for the covered station at other covering stations are extinguished.
- This button can be set up on both phones and DSS consoles.
- A station user can cover an SLT extension. However, the reverse is not true, an SLT terminal cannot perform the Call Coverage function.
- If the covering station is in DND, no audible ring will be heard.

### ***To assign Call-Coverage button to a flex button at a covering station:***

1. Press [TRANS/PGM], then the flex button to be assigned.
2. Press [TRANS/PGM], then 46.
3. Enter station number or Hunt Group pilot number (620-629) to cover.
4. Press [HOLD/SAVE] to store the setting.

### ***To enable/disable Call-Coverage at a covering station:***

1. Press [TRANS/PGM], then 45.
2. Press 1 to access the Call Coverage Mode.
3. Press 1 (activate) or 0 (disable).
4. Press [HOLD/SAVE] to store the setting.

### ***To set the Call-Coverage Delay Ring Cycle at a covering station:***

1. Press [TRANS/PGM], then 45.
2. Press 2 to access Call Coverage Delay Ring Cycle.
3. Enter the delay ring cycle (0-9) to be used.
4. Press [HOLD/SAVE] to store the setting.

**To answer calls for a covered station at a covering station:**

When a call comes into the covered station:

- The covering station receives audible and visual indications after a programmable delay (see settings above) when there is a ring on the originating station.
- The ring tone is the normal internal or external ring tone cadence.
- The oldest Call Coverage button on any covering stations flashes faster than the others. Any newer calls flash the same as any other incoming call.

Press the flashing Call Coverage flex button at the covering station.

-or-

Press the ON/OFF button (if available).

-or-

Lift the handset.

## Temporary Greeting

This feature allows you to record a "single" temporary greeting that lets you alert or remind your callers of a specific situation (ex. office is closed). When the temporary greeting is active, you will hear the following message when you enter your mailbox: "your temporary greeting is recorded and active".

**IMPORTANT:** Once recorded, the temporary greeting is automatically enabled and plays whenever a caller enters your mailbox. The greeting will remain active until it is deleted.

**To record a temporary greeting**

1. Log into voicemail and press 2 to access Greetings from the main menu.

You will hear the following options:

- To listen to your greeting, press 1.
- To record your greeting, press 2.
- To access your temporary greeting, press 9.

2. Press 9 to access your temporary greeting.

You will hear the following options:

- Press 1 to listen.
- Press 2 record.
- Press 3 to delete (the standard greeting is resumed).

3. Press 2 to record your temporary greeting.

## Two-Way Recording (optional)

**NOTE:** It is likely that only certain phones within your phone system have the rights to the use of this feature.

This feature records the currently active call and saves it as a .wav file to a voice mailbox. The maximum length of a recording equals the maximum length of a voice mail message. The Record button has to be programmed as a Flex button (PGM + 54 -see [“Programming Flex Buttons” on page 2-28](#)).

**WARNING!** In many localities, it is illegal to record a phone call without first notifying the person or persons being recorded. Contact your System Administrator for information about call recording guidelines.

### To Record the Current Conversation

While on a call:

1. Notify the person or people with whom you are speaking that you are about to record the call (see Warning above).
2. Press the *Record Flex* button.

12135556767
LINE 08                      00:00:03
RECORD    FLASH    ACNR-->

## User Programming

There are several additional items which can be programmed for your specific station. Some items can be programmed using the procedure below as well as using [“Customizing Your Phone” on page 2-18](#). However, certain features must be programmed using only the menus below.

**HINT:** Review the Menu map shown in Appendix A for the location of each feature and its options.

### To Access and Navigate In User Programming

From your idle station:

STATION 100 (T)
DEC 03 YY                      02:04 pm

1. Press TRANS/PGM to display the first screen in User Programming.

[1] RING  
[2] COS / SMS SERVICE

2. Use the VOLUME down and up buttons to scroll through the various options in the menus.

[3] AUTH / MOBILE-EXT  
[4] TIME / CONF-ROOM

**HINT:** Review the Menu map in Appendix A to find out which menu item to select on each screen.

[5] MESSAGE  
[6] ANNOUNCEMENT

[7] SUPPLEMENTARY  
[\*] SYSTEM

*When you see an feature that you want to program:*

3. Press the number that corresponds to the number next to the feature name.

**EXAMPLE:** To set Ring Type on your phone, press 1.

Repeat steps 2 and 3 to complete the settings you want to make.

**NOTE:** Contact your System Administrator if you have any questions regarding the programming of your station.

## Voice Over

This feature allows you, while on a current call, to simultaneously accept an "announcement" from a station that has camped-on to your extension (see "[Camp-On](#)" on page 2-37). You can converse with the camped on station without your distant party hearing. You can also toggle between the camped on station and your caller. However, the camped on user and your caller cannot speak to each other.

**EXAMPLE:** You have asked a co-worker to find some information that you need to provide to a current caller. Once your co-worker has found the information he can camp on to your busy station.

At that point, you can accept the Voice Over and speak to your co-worker without your caller hearing. You can then switch back and forth between your co-worker and your caller to gather and deliver information.

---

 Chapter 2: Using the 24-Button Digital Phone

### To Accept a Voice Over Call

*While on a call:*

You hear the Camp-On tone and see the Camp-On notification on your display:

CAMP-ON BY STA 105		
05 FEB YY		09:51
TRANS	CONF	MUTE-->

1. Press HOLD/SAVE to place the current caller on hold and speak to the camped-on user.
2. Press HOLD/SAVE again to place the camped on user on hold and reconnect to your original caller.

VOICE OVER STA 101		
05 FEB YY		09:51
TRANS	CONF	MUTE-->

**HINT:** Use Hold/Save to toggle back and forth between these two calls.

## Voice Mail

### Check Voice Mailbox from Outside the Office

1. Call Main Number.

*When you hear the Auto Attendant greeting:*

2. Press 7.

*At the prompt:*

3. Enter your station number.
4. Enter your password, then press #.
5. Follow the prompts to listen to (and manage) your messages.

### Listen to Messages

New messages will be played first. Any saved messages can be accessed after the new messages have been played.

*At the prompt:*

1. Press 1 to play the first new message.
2. Press 2 or the NEXT soft button to play the next message.

*OR*

Press the REPEAT soft button to play the message again.

*OR*

Press 3 or the DELETE soft button to delete the current message.

*OR*

Press 4 to **delete all** messages.

*OR*

Press 6 to rewind the current message (by 1 second).

*OR*

Press 7 to fast forward the current message (by 1 second).

*OR*

Press 8 to skip the current message (and move to the next message).

*OR*

Press 9 to pause the current message (and move to the next message).

*OR*

Press \* to **return** to the previous menu.


*OR*

Use additional mailbox options as shown on [page 2-64](#) to perform the following:

- ADD, REWIND, or CALLBK
- Reply to a Message
- Forward a Message

### **Use Add, Rewind, or CallBack Options**

*While listening to the current message:*

Use  on the Nav Button to display another set of options for the current message. Press the ADD soft button if you are replying to a message and want to add a comment first.

**NOTE:** See "Forward a Message" below.

*OR*

Press the REWIND soft button to rewind the message by a few seconds.

- Each time you press REWIND, the message will rewind another few seconds.

*OR*

Press the CALLBK soft button to immediately dial the station that left the current message.

---

*Chapter 2: Using the 24-Button Digital Phone***Reply to a Message**

You can reply directly to an email left by another station within your phone system. The reply will be in the form of leaving a reply message in the caller's mailbox.

*While listening to the message (see steps above for listening to messages):*

1. Press #5 to dial the station that left the message.

*At the prompt:*

2. Record your reply.

**Forward a Message**

You can forward a message to another voice mailbox within the system.

*While listening to a message:*

1. Press #6 to forward the message.
2. Enter the destination voice mailbox.

**HINT:** If you do not want to add your own comment, when you hear the prompt "The message has been forwarded", you can hang up or press 2 to listen to the next message.

***To add your comment to the message***

You can add your own comment to the message being forwarded:

**EXAMPLE:** *"Please respond to the following message that was accidentally left in my mailbox.").*

3. Press the ADD soft button if you want to include a comment along with the message.

*At the prompt:*

4. Record your comment.

*At the prompt:*

5. Hang up.

*OR*

Press 2 to listen to the next message.



## Mark a Message for Delivery

**NOTE:** The delivery options are only available to the mailbox owner if the mailbox COS set by the System Administrator allows it.

After replying to a message, or recording a message, you will hear the following message delivery options:

- For regular delivery, press 1.
- To mark urgent, press 2.
- To mark private, press 3
- To mark urgent and private, press 4
- To request delivery receipt of the message for future, press 5.
- For future delivery, press 6.

### ***Private message***

This option allows you to mark a message as private when replying to or creating a message to another user.

*At the prompt:*

To mark the message "private", press 3.

*OR*

To mark the message "urgent and private", press 4.

### ***Delivery confirmation***

This option allows you to mark a message for confirmation of delivery. When the "receiving" station listens to the sent message, a message is dropped into your mailbox to confirm the "listen" delivery receipt.

*To mark the message for delivery confirmation, press 5.*

Once the "receiving" station user listens to a message that has been marked for receipt, the "sending" station will get a new message in their mailbox that states: "message for XXX (mailbox # or name) has listened to your message at HH:MM on MM/DD.

---

*Chapter 2: Using the 24-Button Digital Phone***Future delivery**

This option allows you to record a message and send it to another mailbox at a specific date and time.

1. To mark the message for future delivery, press 6.
2. Enter the following when you hear the next prompt:
  - 4 digits for the date (MMDD),
  - 4 digits for the time (HHMM),
  - 1 for AM or 2 for PM.

*For example, if a user dials 0903 0830 1, it stands for Sept 3rd 8:30 AM.*

When the user finishes dialing, the system will send the message to the intended party at the date and time that you selected.

**Program Mailbox Buttons**

This feature allows you to assign Flex buttons (see page [“Programming Flex Buttons” on page 2-28](#)) as Voice Mail "buttons" to represent other voice mailboxes within your phone system. You can access your own station's voice mailbox to check a new or saved message or program mailbox buttons for other mailboxes. You can then use those buttons to check for messages or transfer a caller directly to a mailbox via the use of this button.

**Programming a Mailbox Button**

1. Press TRANS/PGM, then press the flex button you want to program.
2. Press TRANS/PGM again.
3. Enter 47, then enter the number of the mailbox to be associated with the selected Flex button.
4. Press HOLD/SAVE to save the setting.

Repeat the steps above for each mailbox button you want to program.

**Using a Mailbox Button**

When a new message is left for a mailbox, the mailbox button LED flashes at the rate of 1 flash per 1000 ms.

***To Check Messages***

*When you see a flashing LED next to a mailbox button:*

Press the mailbox button next to the flashing LED to access the mailbox.

***To Transfer a Caller Directly to a Mailbox***

*While on a call:*

Press the pre-programmed mailbox button to transfer the caller directly to that programmed mailbox.

## Using the 8-Button Digital Phone

This chapter describes the specific features of the SBX 24-Button Digital phones. Included in this chapter:

- Using the Basics - see [page 3-2](#)
- Using Features and Functions - see [page 3-8](#)

## Using the Basics

This section will provide you with basic information including following:

- What's on the 8-Button Digital Phone - see below
- Using the Display - see [page 3-4](#)
- Making and Answering Outside Calls - [page 3-6](#)

## What's on the 8-Button Digital Phone



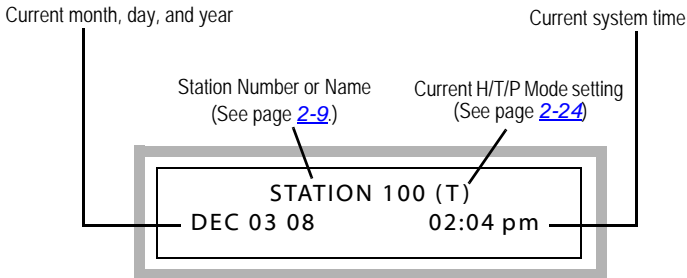
## Phone Buttons and Features

Feature	Used to...
1 Headphone Jack	speak to a caller when using a headset instead of holding the handset.
2 Handset	answer or place an internal or external call.
3 LCD Display	display phone status information, dialing directories, and test message information.
4 Speaker	hear the other party during a call without using the handset or headset (hands-free mode).
5 MSG LED	indicate new voice mail messages are waiting.
6 Pre-Programmed/ Flexible Buttons (8)	access external line calls, pre-assigned features, or user defined feature code assignments. <b>Note:</b> <i>These include Flex Button 1: DND and Flex Button 2: CALL BACK.</i>
7 TRANS/PGM Button	set up a conference call or transfer a call. It is also used to access User Programming features.
8 SPEED Button	access speed dialing, saved number redial, and last number redial. Button is also used to access flexible button programming.
9 Microphone (MIC)	used to speak to a caller when in speaker mode.
10 VOLUME Button	decrease (-) or increase (+) the volume of the speaker or handset while on a call. This button is also used to scroll up and down in the User Programming menus.
11 HOLD/SAVE Button	put a call on hold or save the current User Programming setting.
12 SPEAKER Button	toggle between speaker (or headset) mode and handset mode. You can also use this button to exit any menu screen. <b>Note:</b> <i>The button is red when speakerphone is active.</i>
13 Dialpad	dial phone numbers and make entries on the display.

## Using the Display

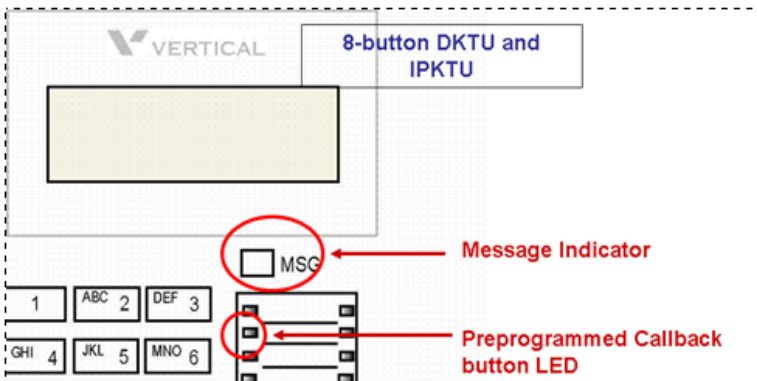
The display provides you with basic information about the current status of your phone (idle, busy, call forwarding). You can also use the display to make some basic programming changes to your station, as well as to make selections for various features.

Basic information that appears on your display when it is idle is shown below:



## Message Waiting and Call Back Indicator Lights

The Message Wait light lets you know that a voice mail message is has been left in your mailbox. The Call Back light indicates whether or not a Call Back request has been placed on your phone (see [page 2-34](#)). The following diagram shows the location of the Message Wait and Call Back lights, and is followed by a description of the lights and how they are used.



A new message for the VMIB or external voice mail is defined as a message in the mailbox which has not yet been played to the subscriber.

A saved message is defined as a message in the mailbox which has been played to the subscriber, but has not been deleted or moved.

A station message wait request is defined as the MWI request left by another intercom station without a voice message, by pressing the Call Back button when ringing a busy or unanswered station.

## Fixed, Pre-programmed, & Flex Buttons

This 8-Button phone has Fixed, Pre-programmed (sometimes also known as Feature), and Flex buttons. These buttons are used to access and perform various tasks and functions. Some may be used in conjunction with other buttons.

- **Fixed buttons** are those that are permanently labeled on the phone hardware. Such buttons might include SPEAKER, TRANS, HOLD, VOLUME, etc.
- Pre-programmed buttons are those buttons that are pre-programmed by your System Administrator. Their names/functions will be on a more temporary-type template that can be replaced if/when the buttons are reprogrammed, etc.
- **Flex buttons** are also known as "User Programmable" buttons (see ["Programming Flex Buttons" on page 2-28](#)). In addition, Flex buttons that are programmed to access the dial tone, are also known as "line buttons".

## Making and Answering Calls

- **Internal calls** are also known as Intercom calls. These are calls that originate or that you make to another station within your phone system.
- **External calls** are those that originate from or that you make to a source outside your company's phone system (for example, customers, vendors, etc.).

### Making Calls

#### Dial an Internal Call

1. Lift the handset.  
*OR*  
Press SPEAKER\*.  
*OR*  
Begin dialing from the dialpad.
2. Dial the station number.

#### Dial an External Call

The following procedure provides the steps to manually dial a call. However, you can also use this method using a speed dial number (see ["Speed Dialing" on page 2-55](#) for details).

1. Lift the handset.  
*OR*  
Press SPEAKER\*.  
*OR*  
Go to Step 2 below.
2. Dial the access code to get to an outside line.  
**NOTE:** Outside line (CO) access codes "9" or "88XX". Contact your System Administrator if you are unsure about what your company access code is.
3. Dial the phone number.



## Answering Calls

Aside from using the handset or speakerphone (when available), the operation of the digital phones is quite basic.

### **Answer an Internal (Intercom) Call**

Lift the handset.

*OR*

Press SPEAKER\*.

### **Answering an External Call**

1. Lift the handset or press SPEAKER\*.
2. Press the flashing green line (Flex) button.

## Using the Speaker

- For details about using the speaker, see [page 2-13](#).

## Using the Hold Feature

- For Details about putting calls on hold, see [page 2-16](#).

## Transferring Calls

- For Details about transferring calls, see [page 2-17](#).

## Customizing Your Phone

The following provides details about customizing your phone. This includes:  
Recording Your Station Name (Voice Title) - see below

### Setting/Changing Your Station Password

Various options and selections available on your phone require that you enter a password. In order to make the password easy for you to remember, you can create and/or change your password using the procedures below.

**IMPORTANT:** Contact your System Administrator to find out if there is a password currently set for your phone. You will need to use that password in order to change or re-set it.

1. Press TRANS/PGM.
2. Press 3.
3. Press 2.
4. Enter the current password.

**HINT:** If this is the first time a password is being set up for this mailbox, the default password is your 3-digit extension number. If this default does not work, contact your System Administrator for assistance.

5. Press #.
6. Enter the new password (up to 4 digits).
7. Press HOLD/SAVE to store the new setting.

### Recording Your Station Name (Voice Title)

Record or change your name as it will be heard by callers when they dial your extension. If you do not record your own voice title, the system may play a default recording (contact your System Administrator for more information about any default recordings).

1. Lift the handset.
2. Press TRANS/PGM.
3. Press 6.
4. Press \*, then #.

*At the prompt/tone:*

5. Record your name.
6. Press HOLD/SAVE to complete and save the recording.

## Record Your Station Greeting

You can record the greeting that your callers will hear if they reach your voice mail because your phone is busy or because you are away.

**NOTE:** This feature applies to in-skin voice mail (VMIB) systems only. Contact your System Administrator for more information.

1. Press TRANS/PGM.
2. Enter 61.
3. Enter your station number.

**NOTE:** If a greeting already exists, it will be played.

4. Press #.

*At the prompt:*

5. Begin recording your greeting.
6. Press HOLD/SAVE or SPEAKER to end and save the recording.
  - A confirmation tone sounds.

## Using Phone Features and Functions

### Call Wait (Camp-On)

Camp-On allows you to set your phone to automatically call back a station that is busy.

*After receiving station busy tone:*

1. Press \*.
  - A Camp-on tone sounds.

*When the other extension becomes "un-busy", your phone will ring:*

2. Pick up the handset, or press SPEAKER.
  - You will hear the other extension ringing and can continue the call.

### Flexible Button Programming

Use the procedure and Numbering Plan code shown in the section ["Programming Flex Buttons" on page 2-28](#).

### Mailbox Buttons

In the idle state on any digital or IP phone (including Soft Phone), all pre-programmed flex buttons assigned as mailbox buttons will flash red when there is an un-played (new) message in the assigned mailbox.

**NOTE:** See ["Check Voice Mailbox from Outside the Office" on page 2-62](#) for more information about Mailbox Buttons and Voice Mail.

## PickUp

### Extension

You can pick up a call ringing on a specific extension in your area.

#### **To Pick Up an Incoming Call on a Specific Extension:**

1. Lift your handset or press SPEAKER.
2. Press 7.
3. Enter the extension number of the ringing station to be automatically connected to the caller.

### Group

You can pick up a call on any extension within your call PickUp group.

**NOTE:** You must be part of a PickUp Group in order to pick up calls to that group. Contact your System Administrator to find out if you are a member of a PickUp Group, and if so, which group.

#### **To Pick Up a Call to Your Group**

*When a station within your group is ringing:*

1. Lift your handset or press SPEAKER.
2. Dial 566 to automatically connect to the caller.

## Redial (Last Number)

The last number dialed on an external call is automatically saved by the phone as Last Number Redial.

#### **To Dial the Last Number Dialed**

1. Lift the handset or press SPEAKER.

*AND/OR*

2. Enter 552.

*OR*

Press SPEED, then press \*.

3. Press the HOLD/SAVE.

## Speed Dial Numbers

Speed Dials can be programmed to dial directly to another person's phone number (for external calls) or extension (for internal calls). Your System Administrator may have speed dial numbers programmed for use by anyone in the system (known as System Speed Dial Numbers). However, you may also be able to set up your own list of speed dial numbers for your own use (known as Station Speed Dial Numbers).

**NOTE:** Speed Dial Numbers are also known as Speed Bins, and may be designated as follows:

- *Station Speed Bins: 000 to 099*
- *System Speed Bins: 2000 to 2499*

### Using Speed Dial Numbers

*From an idle phone:*

1. Press SPEED.
2. Enter the speed dial bin number assigned to the destination you want to call.
  - Your call will be dialed.

### Programming Station Speed Dial Numbers/Bins

While your System Administrator can program System Speed Dial Numbers/Bins (those that anyone in the system can use), you can create your own list of speed dial numbers. These are known as Station Speed Dial Numbers or Bins.

*From an idle phone:*

1. Press the TRANS/PGM, then SPEED.
2. Enter the appropriate speed bin number (range = 000-099).
3. Enter number you wish to associate with this Speed Dial Number (that is the destination phone number).
4. Press HOLD/SAVE to store the number.
5. Enter the name associated to the number (see [“Entering Characters for Display Entries” on page 2-19](#)).
6. Press HOLD/SAVE to store the name with the destination number.
  - A confirmation tone will sound.

## User Programming

There are several items which can be programmed for your specific station. Review the Menu map shown in Appendix A for the location of each feature and its options.

### To Access and Navigate In User Programming

From your idle station:

STATION 100 (T) DEC 03 08                      02:04 pm
--

1. Press TRANS/PGM to display the first screen in User Programming.

[1] RING [2] COS / SMS SERVICE
-----------------------------------

2. Use the VOLUME down and up buttons to scroll through the various options in the menus.

[3] AUTH / MOBILE-EXT [4] TIME / CONF-ROOM
---

**HINT:** Review the Menu Map in Appendix A to find out which menu item to select on each screen.

[5] MESSAGE [6] ANNOUNCEMENT
---------------------------------

[7] SUPPLEMENTARY [*] SYSTEM
---------------------------------

When you see an item/feature that you want to program:

3. Press the number that corresponds to the number next to the feature name.

**EXAMPLE:** To set Ring Type on your phone, press 1.

Repeat steps 2 and 3 to complete the settings you want to make.

**NOTE:** Contact your System Administrator if you have any questions regarding the programming of your station.

## Voice Mail

When you have a new voice mail message, your Message Wait Lamp will be lit (see [“Message Waiting and Call Back Indicator Lights” on page 3-4](#)).

**HINT:** Also see [“Customizing Your Phone” on page 3-8](#) for information about setting/changing your password, as well as recording a voice title and voice mail greeting.

### Checking Your Voice Mailbox when You Are in the Office

*If your CALL BACK button LED is flashing:*

1. Press CALL BACK.

*At the prompt:*

2. Enter your password.
3. Press # to play the first message.
4. Follow the prompts to listen to (and manage) your messages.

### Checking Voice Mailbox from Outside the Office

1. Call the main company phone number.

*When you hear the Auto Attendant greeting:*

2. Press 7.

*At the prompt:*

3. Enter your station number.
4. Enter your password, then press #.
5. Follow the prompts to listen to (and manage) your messages.

### Recording a Message in another User’s Voice Mailbox

1. Dial another station.

*While the phone is ringing:*

2. Press CALL BACK.

*At the tone:*

3. Record your message.



## Using a Single Line Telephone (SLT)

This chapter describes the features available on a Single Line Telephone (SLT) when used on the SBX phone system. Included in this chapter:

- Using the Basics - see [page 4-2](#)
- Customizing Your Phone - see [page 4-4](#)
- Using Features and Functions - see [page 4-8](#)

## Using the Basics

The following procedures provide you with the basic information you need to make, answer, and transfer calls, as well as put calls on hold. You'll also find out how to use the Message Wait feature.

**NOTE:** It is recommended that you also review the manufacturer's user guide that was provided with your telephone. In addition, you may want to consult your System Administrator for any specific details regarding how your phone works with the SBX phone system.

## Making and Answering Calls

- **Internal calls** are also known as Intercom calls. These are calls that originate or that you make to another station within your phone system.
- **External calls** are those that originate from or that you make to a source outside your company's phone system (for example, customers, vendors, etc.).

### Make an Internal (Intercom) Call

1. Lift the handset.
2. Dial the intercom number.

### Make an External Call

1. Lift the handset.
2. Dial 9 to access a CO line.

**NOTE:** In the following countries, dial 0 to access a CO line: Finland, Brazil, Norway, Netherlands, Belgium, Denmark, Spain, & Italy.

3. Dial the number you want to call.

## Making Calls Using CO Access

Contact your System Administrator for more information regarding CO Group and Individual Access calls.

### External Calls via CO (Outside Line) Group Access

1. Lift the handset.
2. Dial 8 and a CO group number (01-24).
3. Dial the number you want to call.

### External Calls via CO Individual Access

1. Lift the handset.
2. Dial 88 and a CO line number (01-12).
3. Dial the number you want to call.

## Using Hold

### Place an External Call on Hold

*While connected to an external call:*

1. Press the hook-switch.
2. Dial 560.

### Retrieve a Held Outside Call

1. Lift handset.
2. Dial 8 # and CO line number (01-12).

*OR*

*If you don't remember the held CO number:*

Dial 8\*.

## Transferring Calls

You can perform both screened and unscreened transfers, as well as direct transfer to a voice mailbox:

- **Screened Transfers:** Allows you to announce a call to the destination station before completing the transfer.
- **Unscreened Transfer:** Allows you to complete a transfer without announcing the party to the destination station.

### ***To Transfer a Call***

*While on a call:*

1. Press the hook-switch.
2. Dial the destination target (station or hunt group) to which you want to transfer the call.

### **Make a Screened Transfer**

3. Wait for the destination target to answer.
4. Tell the destination target who is calling, then hang up to complete the transfer.

**NOTE:** If the destination station/hunt group is busy or the user does not want to accept the call, press the TRANS soft button or TRANS/PGM to reconnect to the caller.

*OR*

---

*Chapter 4: Using a Single Line Telephone (SLT)***Make an Unscreened Transfer**

5. Wait for the destination target to ring, then hang up before it is answered to complete the transfer.

**Message Waiting**

1. Lift the handset.
2. Dial the target extension number.
3. Press the hook-switch.
4. Dial 556.
5. Hang up.

**Customizing Your Phone****Programming Your Station Name**

You can designate a "name" for your station. This name will appear on your display, as well as the display of any other station in your system that you call or that calls you.

1. Lift the handset.
2. Enter 563, then 74.
3. Enter your name using the table shown on "Entering Characters for Display Entries" on page 2-19).
4. Press the hook-switch.

*When you hear the (confirmation) tone:*

5. Hang up.

**Recording Voice Announcements****Date & Time Prompt**

1. Lift the handset.
2. Dial 563.

*After the confirmation tone sounds:*

3. Enter 62.
  - The date & time prompt plays (e.g., "Date is March, 20th and Time is 00:00.")

## Extension Number Prompt

1. Lift the handset.
2. Dial 563.

*After the confirmation tone sounds:*

3. Enter 63.
  - The extension number prompt plays: "This extension is XXXX."

## Extension Status Prompt

1. Lift the handset.
2. Dial 563.

*After the confirmation tone sounds:*

3. Enter 64 to play the following:
  - Extension number
  - Intercom Answer Mode
  - Listed message X
  - Wake-up time XX:XX AM or PM
  - Do Not Disturb
  - Forwarded to extension XXXX
  - Forwarded to speed bin XXX
  - Queued CO XXX
  - Locked (Temporary Class of Service Charge)
  - COS X

## Recording Your Message

1. Lift the handset.
2. Dial 563.

*After the confirmation tone sounds:*

3. Dial 61.
4. Record your message.
5. Hang up.

## To Delete Your Message

1. Lift the handset.
2. Dial 563.

*After the confirmation tone sounds:*

3. Enter 66.

## **Recording a Paging Message**

This allows a caller to page you if they reach your voice mail. Your message will instruct them as to how to send a page to you. Contact your System Administrator for more information.

1. Lift the handset.
2. Dial 563.

*After the confirmation tone sounds:*

3. Dial 65.
4. Record the paging message.
5. Hang up.

### ***To Delete Your Paging Message:***

1. Lift the handset.
2. Dial 563.

*After the confirmation tone sounds:*

3. Enter 67.

## Setting Pre-selected Messages

You can set a message on your display that will appear on the display of any other station within your system.

**NOTE:** Contact your System Administrator for more information.

### Set a Message

1. Lift the handset.
2. Enter 563 (Program Entry Code)
3. Enter 51.
4. Enter the number that corresponds to the preselected message you want to use and supplemental information to leave your message (see ["Entering Characters for Display Entries" on page 2-19](#)).
  - 01, then the Time = LUNCH, RETURN HH:MM
  - 02, then the Date = ON VACATION, RETURN AT MM:DD
  - 03, then the Time = OUT OF OFFICE RETURN TIME HH:MM
  - 04, then the Date = OUT OF OFFICE RETURN MM:DD
  - 05 = OUT OF OFFICE RETURN UNKNOWN
  - 06, then the External no. = CALL XX.... (17 digits)
  - 07, then the Extension at which you can be called = IN OFFICE, STA XXXX
  - Dial 08, then the Time = IN A MEETING, RETURN TIME HH:MM
  - Dial 09 = AT HOME
  - Dial 10 = AT BRANCH OFFICE
5. Press the hook-switch.
6. Hang up.

### Cancel a Pre-Selected Message

1. Lift the handset.
2. Enter 563, then 51#.
3. Press the hook-switch, and hang up.

# Using Features and Functions

## Account Codes

An account code is used to identify outgoing (external) calls for accounting and billing purposes. Account code are used for each station so that your company can identify and bill (where applicable) calls made from each station.

Therefore, if account codes are used by your company, you will have your own code. Account Codes can be entered before or during a call.

**NOTE:** If you enter an account code during a conversation, the other party will be momentarily placed on hold. Also, an account code may contain as many as twelve digits.

*After dialing or during a conversation with an external party:*

1. Press the hook-switch.
2. Enter 550, then enter the appropriate account code.
3. Press the hook-switch again.
4. Continue your call.

## Authorization Codes

You might be assigned an authorization code that gives you the ability to make calls on restricted phone line keys. Authorization codes are used to override access restrictions.

A long beep after you dial a number may indicate the need to enter an authorization code. Contact your System Administrator for more information.

*If an Authorization Codes is required for your phone:*

1. Dial a phone number.

*When you hear a (long) tone:*

2. Enter the authorization code assigned to you, then press # to continue your call.



## Call Waiting

If you are on a call, you may get an alert that another caller is trying to reach you. If Call Waiting is enabled on your phone, you will hear a short tone during a conversation to indicate another call is waiting:

*When you hear the tone:*

Hang up with the current caller to be connected with the waiting call.

## Camp-On

*After receiving an intercom busy tone:*

1. Press \*.
  - Camp-on tone is heard at the target (called) station.

*When the other extension becomes "un-busy", your phone will ring:*

2. Pick up the handset.
  - You will hear the other extension ringing, and can continue the call.

## Conference

The system allows you to set up a 3-way conference between internal and/or external participant.

1. Lift the handset.
2. Call the first participant.
3. Press the hook-switch.
4. Dial the next number.

*When the next party answers:*

5. Press the hook-switch twice in two seconds to connect all three participants (including yourself).

## Do Not Disturb (DND)

### Setting DND

1. Lift the handset.
2. Dial 553.
3. Hang up.

### Cancel Do Not Disturb

1. Lift the handset.
2. Dial 559.
3. Hang up.

## Forward

Use Forward to redirect your calls to another extension or phone number.

### Overview of Call Forwarding Calls

There are several Call Forward options.

**NOTE:** All Forward settings, except Follow-Me, must be made from your own phone.

1. Lift the handset.
2. Enter 554.
3. Enter the destination associated with the call forward type you want to use:

**HINT:** See "Entering a Destination" below, and ["Selecting a Forward Type" on page 4-11](#).

4. Hang up to complete the setting.

### Entering a Destination

#### ***When entering an Internal Destination:***

Do one of the following:

- Enter 100 to 131 to forward your calls to **another station** number (STA).
- Enter 620 to 629 to forward your calls to **Hunt Group**.
- Enter a **voice mailbox number** (for either a station or Hunt Group) to forward calls to voice mail.

**When Entering an OFF-NET Destination:**

- Enter a telephone number and include access and area codes where applicable.
- Enter a station (000 to 099) or system (2000 to 2499) **speed bin number**.

**Selecting a Forward Type**

After you access the Call Forward Option (see steps 1 through 3 in [“Overview of Call Forwarding Calls” on page 4-10](#)):

**0 = FOLLOW-ME FORWARD**

From any phone in the system, you can specify an extension to which you want your calls forwarded. Once you enter the destination number, you will be prompted for your password.

1. Press 0 for Follow-me Forward.

**EXAMPLE:** You go to work in a lab room and want all calls forwarded to that room, but have forgotten to set the forward prior to leaving your office. You can pick up the phone in the lab and set it for the Follow-me forward. All calls to your office phone will then ring in the lab (until you cancel the setting).

2. Press 0 for FOLLOW-ME FORWARD, then enter the (your) station number from which calls are to be forwarded.
3. Dial the authorization code of the forwarded extension.

**NOTE:** The authorization code must be registered before "Follow-Me" Call Forward can be set. Contact your System Administrator for details.

4. Dial the extension number to which you want calls forwarded.

**1 = UNCONDITIONAL FORWARD**

Have your calls forwarded any time your phone is not answered or busy.

Press 1 for UNCONDITIONAL FORWARD, enter the destination extension, then your password.

**2 = BUSY FORWARD**

Have your calls forwarded to another destination when your phone is busy (that is, when you are on another call).

Press 2 for BUSY FORWARD, then enter the destination extension.

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*Chapter 4: Using a Single Line Telephone (SLT)***3 = NO ANS FORWARD**

Have your calls forwarded to another destination when there is no answer at your phone.

Press 3 for NO ANS FORWARD, then enter the destination extension.

**4 = BUSY/NO ANS FORWARD.**

Have your calls forwarded to another destination when your phone is busy, or when DND is enabled on your phone, or when there is no answer.

Press 4 for BUSY/NO ANS FORWARD, then enter the destination extension.

**5 = (UNCONDITIONAL) FORWARD TO OFF-NET - SPEED BIN**

Have your calls to forward to an external phone number (such as your home or cell phone) in any situation.

Press 5 for (unconditional) FORWARD TO OFF-NET, then enter the SPD-BIN (Speed Dial Number) that corresponds to the number to which you want your calls forwarded.

**6 = NO ANS FORWARD TO OFF-NET - SPEED BIN**

Have your calls to forward to an external phone number (such as your home or cell phone) if there is no answer at your phone.

Press 6 for NO ANS FORWARD TO OFF-NET, then enter the SPD-BIN (Speed Dial Number) that corresponds to the number to which you want your calls forwarded.

**7 = INCOMING OUTSIDE LINE OFF-NET (ATD ONLY)****8 =(UNCONDITIONAL) FORWARD TO OFF-NET - PHONE NUMBER**

Have your calls to forward to an external phone number (such as your home or cell phone) in any situation.

Press 8 for (unconditional) FORWARD TO OFF-NET, then enter the number to which you want your calls forwarded.

**9= NO ANSWER TO OFF-NET - PHONE NUMBER**

Have your calls to forward to an external phone number (such as your home or cell phone) when your phone is busy.

Press 9 for (unconditional) FORWARD TO OFF-NET, then enter the number to which you want your calls forwarded.

*(continued on next page)*

**# = FORWARD TO VOICE MAIL**

This setting allows you to have your calls forwarded directly to your own voice mailbox.

*After you have selected any call forward types 1 or 2 as described above:*

5. Press # to forward your calls to your voice mail when your phone is unanswered or busy.

*OR*

**Cancelling Call Forward**

1. Lift handset or press SPEAKER.
2. Enter 554 then #.

*OR*

Enter 559.

**Parking**

You can place a call in a “parking slots” available on the SBX system for retrieval from another phone.

**EXAMPLE:** A call may come in for someone in your group. However, that person is somewhere else in the building. You can park the call, then page the person with the parking location/slot number. That person can then retrieve the call from any phone in the system by dialing the park location you provided.

**NOTE:** Contact your System Administrator for details about the available parking slots, and/or if you are unsure if this feature is available on your phone.

**To Park a Call**

*While on an active call:*

1. Lift the handset.
2. Press the hook-switch.
3. Dial a parking location (601 through 610).
4. Hang up.

**HINT:** Remember the location at which the call is parked as you need it to retrieve the call.

**To Retrieve a Parked Call**

1. Lift the handset.
2. Enter the parking location/slot.

## PickUp

### Extension

You can pick up a call ringing on a specific extension in your area.

#### ***To Pick Up an Incoming Call on a Specific Extension:***

1. Lift your handset.
2. Press 7.
3. Enter the extension number of the ringing station to be automatically connected to the caller.

### Group

You can pick up a call on any extension within your call PickUp group.

**NOTE:** You must be part of a Pick Up Group in order to pick up call to that group. Contact your System Administrator to find out if you are a member of a Pick Up Group, and if so, which group.

#### ***To Pick Up a Call to Your Group***

*When a station within your group is ringing:*

1. Lift your handset.
2. Dial 566 to automatically connect to the caller.

## Off-hook Alarm

Should the handset be left off the cradle unattended for any length of time, the user will receive a high pitched signal.

Hang up the handset to cancel the alarm.

## Paging

Pages must be made using the handset.

**NOTE:** Your station may or may not allow you to page (either internal or external zone paging). However, even if you cannot initiate a page from your station you may still answer a Meet-Me Page announcement. Contact your System Administrator to find out if you have any paging features available on your phone.

There are 4 ways to initiate a page: External Page, Internal Zone Page, All Call (System) Page, and Meet-Me Page.

### Sending a Page

1. Lift the handset.
2. Dial the appropriate page zone number (see "Paging Options" below).
3. Make the announcement.
4. Hang up.

### Paging Options

Review the procedure for Sending a Page, using one of the following options below:

#### **545 = External Paging**

You can send a page to an external paging and/or amplifier system (such as out in a warehouse or outdoor area).

Dial 545 to make an External Page.

#### **501 through 510 = Specific Internal Zone Paging**

Internal Zone Paging allows you to page a particular group of phones (such as only those phones in the front office or sales office areas).

Dial the specific zone to which you want to send a page (zones are 501 through 510)

---

*Chapter 4: Using a Single Line Telephone (SLT)***543 or 549 = All Call (or System) Page**

You can send a page to every station within the phone system, or to all zones including internal and external.

Dial 543 to page all internal zones.

*OR*

Dial 549 to page all zones (both internal and external)

**Meet-Me Page**

One user can initiate a page directed at another (specific) user. The user that is paged can then respond from any station, and be directly connected to the paging party for a private conversation (such as when a user is not in their own office and needs to reach another user).

***To Respond to a Meet-Me Page***

*When you hear a Meet-Me page directed to you:*

Dial 544 to connect to the paging party

## Queuing

If you access a busy line, you may request the system to place you on hold, until the next line becomes idle.

1. Lift the handset.
2. Press the hook-switch.
3. Dial 556.

*When you hear the confirmation tone  
(indicating that the call has been accepted):*

4. Hang up.

## Redial (Last Number)

1. Lift the handset.
2. Dial 552.



## Returning Call to Host System

If the SBX IP 320 is connected to another system, you can use this feature to transfer a call to an extension on the other system.

1. While connected to an extension call:
2. Press the hook-switch.
3. Dial 551.

*When you hear new dial tone from the other system:*

4. Enter the extension number on the other system.

*When the station answers:*

5. Announce the call.

*AND/OR*

6. Hang up.

**HINT:** See ["Transferring Calls" on page 4-3](#)

## Shuttle Calls

This feature allows you to "toggle" between two active calls.

*While on an active call:*

1. Press the hook-switch to place the current call on hold.
  - The holding party hears music on hold (if equipped).
2. Dial another internal or external party.
3. Once the second call is connected:
4. Press the hook-switch to toggle between calls.

**HINT:** You can make it a conference call by pressing the hook-switch a second time (see ["Conference" on page 4-9](#)).

## Station Speed Dial Numbers

Speed Dials can be programmed to dial directly to another person's phone number (for external calls) or extension (for internal calls). Your System Administrator may have speed dial numbers programmed for use by anyone in the system (known as System Speed Dial Numbers). However, you may also be able to set up your own list of speed dial numbers for your own use (known as Station Speed Dial Numbers).

**NOTE:** Speed Dial Numbers are also known as Speed Bins, and may be designated as 000 to 099

### Programming Station Speed Dial Numbers

1. Lift the handset.
2. Dial 555.
3. Enter a speed dial number (000 to 099).
4. Enter the number you want to associate with the speed dial number you set in step 3.
  - This is the number that will be dialed when you enter the speed dial number/bin.
5. Press the hook-switch.

*When you hear the (confirmation) tone:*

6. Hang up.

### Station Speed Dial Numbers - Using

1. Lift handset.
2. Dial 558.
3. Enter the speed dial number (000-099) associated with the number you want to dial (see step 4 above).

## Universal Night Answer

*When you hear an incoming call on another phone or night bell:*

1. Lift the handset.
2. Enter the UNA Access Code 569 to be connected to the incoming call if it was programmed as an UNA line.

**NOTE:** Contact your System Administrator for details about UNA lines.

## Voice Mail

### Checking Voice Mail Messages

**NOTE:** Contact your System Administrator for additional Voice Mail information.

1. Lift the handset.
2. Dial 557.

*When you hear the message number prompt and the first voice message:*

#### **To Delete the Current Voice Message and Hear the Next Message**

3. Press #1.  
*OR*

#### **To Save the Current Voice Message and Hear the Next Message**

- Press #2.  
*OR*

#### **To Repeat the Current Voice Message**

- Press #3.

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# Special User Functions

## Administrator Mailbox

This feature provides a mailbox that has an administrative interface using telephone commands to perform common tasks associated with the Voicemail. Ex: administrator mailboxes may be used to record a broadcast message and send it to all mailboxes in the system.

## Admin Mailbox Options

When you enter a voice mailbox, you will hear the following prompts:

- Press 1 to listen to your messages.
- Press 2 to record your greeting.
- Press 3 to send a message.
- Press 4 for personal options.
- Press 9 to access administrative options.
- Press # to access another mailbox.

*If Admin Rights are enabled:*

After pressing 9 to access administrative options, you will hear these additional choices:

- To add a mailbox, press 1.
- To delete a mailbox, press 2.
- To reset a mailbox password, press 3.
- To record a mailbox greeting, press 4.
- To record a broadcast message, press 5.
- To record a mailbox name, press 6.
- Press \* to go back one level.

**NOTE:** - Only 1 mailbox can be active in the administration area at a time.

- When a mailbox is deleted, the following items will be removed: the user greeting, all voice messages, any page messages, and the user name.

**To Add a Mailbox:**

1. Log in to voicemail and press 9 to access Administrator functions.
2. Dial 1 to select "Add a mailbox".
3. At the prompt, enter the mailbox number you wish to add.
4. Then enter the desired COS number (1-5) at the prompt.
5. When you hear the next prompt, press 1 to confirm or # to cancel and go back to the administration main menu.

**To Delete a Mailbox:**

1. Log in to voicemail and press 9 to access Administrator functions.
2. Dial 2 to select "Delete mailbox".
3. At the prompt, enter the mailbox number you wish to remove from the system.
4. Press 1 to confirm, or # to cancel and go back to the administration main menu.

**To Reset a Mailbox Password:**

1. Log in to voicemail and press 9 to access Administrator functions.
2. Dial 3 to select "Reset mailbox password".
3. Enter the desired mailbox number (the password will reset to match the mailbox number).
4. Press 1 to confirm the mailbox number, or # to cancel and go back to the administration main menu.

**To Record a Mailbox Greeting:**

1. Log in to voicemail and press 9 to access Administrator functions.
2. Dial 4 to select "Record mailbox greeting".
3. Enter the desired mailbox number.
4. At the prompt, select one of the following actions:
  - to listen press 1.
  - to record press 2.
  - to delete press 3.
  - to cancel and go back to the administration main menu, press #.

**To Record a Broadcast Message:**

Broadcast message is only available to an administrator mailbox. Once the message is recorded and sent, it is placed in all active mailboxes in the system.

1. Log in to voicemail and press 9 to access Administrator functions.
2. Dial 5 to select "Record a broadcast message".
3. Enter the desired broadcast message number (01-10) and you will hear the following options:
  - Press 1 to listen (to current active messages).
  - Press 2 to record (a broadcast message).
  - Press 3 to delete (an activated/distributed message).
  - Press 4 to send (a broadcast message).
  - Press # to cancel and go back to the administration main menu.

**To Record a Mailbox Name:**

1. Log in to voicemail and press 9 to access Administrator functions.
2. Dial 6 to select "Record mailbox name".
3. Enter the desired mailbox number.
4. At the prompt, select one of the following actions:
  - to listen press 1.
  - to record press 2.
  - to delete press 3.
  - to cancel and go back to administration main menu press #.

## Appendix A: Special User Functions

# STS 24-Button Digital Phone

Vertical SBX IP systems support Starplus STS 24-button digital telephones. The modifications needed to allow these phones to work on the SBX IP systems are listed in the next section.

## STS Function Changes

The physical differences are shown in the callouts located around the graphic and described as follows:

- Two STS features are not supported by SBX IP: Backlight and Soft Keys.
- Flexible keys 1-9 have been assigned to the system: COL 1-8 and Loop.
- Four Fixed keys have been modified for SBX IP: MSG = CALLBACK, TRANS = TRANS/PGM, FWD = DND/FWD, and HOLD = HOLD/SAVE.





# User Programming Map

The following is a map of the programming options available on your phone. This map applies to both the 24-Button and 8-Button phones.

## Using the Map

1. Press TRANS/PGM to access the main menu.
2. Use the Volume down and up buttons to scroll through the menu items.

**NOTE:** On the 24-Button phone, you can also use ▼▲ on the Nav Button to scroll through the menu items.

3. Use the dialpad keys to enter selected options.

**EXAMPLE:** To set the an alarm time, you would press TRANS/PGM, then scroll down to option 4 - TIME/CONF ROOM, press 4 to select it. You can then use the dialpad to enter the time in 4 digits. Press HOLD/SAVE to save the setting

4. Press HOLD/SAVE to store the setting.

**IMPORTANT:** Any item designated with an asterisk (\*) is a System Administrative feature only (including any related sub-menus). It is not available for User Programming.

## Map

### [1] Ring

- [1] Station Ring Type - dial (1-4)
- [2] Answer Mode - dial (1-3); HTP
- [3] SMS Msg Display- (invalid)
- [4] Enblock Mode - dial 1, ON; dial 0, OFF\*
- [5] SMS / Notice Display - (invalid)
- [6] Scroll Speed - (Invalid)
- [7] Ear-Mic Headset - dial 1, ON; dial 0, OFF
- [8] ICM Bell - dial (01-15)
- [9] CO Bell - dial (01-15)
- [#] PTT Group - (invalid)

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*Appendix A: Special User Functions*

## [2] COS\*

- [1] COS Down
- [2] COS Restore
- [3] Walking COS - enter COS override code
- [4] COS Change - (invalid)
- [5] SMS Inbox (000/000) - (invalid)
- [6] Del All SMS Msgs - (invalid)

## [3] Auth / Mobile-Ext

- [1] Auth Register - (invalid)
- [2] Auth Change - enter current password
- [3] Reg Mobile-Ext - (Access Denied)
- [4] Active Mobile-Ext - (Access Denied)
- [5] Reg Mobile-Ext CLI - (Access Denied)
- [6] Active Mobile Hunt - (Access Denied)
- [7] MW to Mobile-Ext - dial 1, ON; dial 0, OFF

## [4] Time / Conf-Room

- [1] Set Wake Up Time - dial HH:MM
- [2] Wake Up Disable - confirmation recd: "Erased Wakeup Time"
- [3] Active Conf-Room - dial 1-9 and password\*
- [4] Deactive Conf-Room - dial 1-9 and password\*
- [5] Call Cover Attr
  - [1] Call Coverage Mode - dial 1, ON; dial 0, OFF
  - [2] Delay Ring Cycle - dial 0-9

## [5] Message

- [1] Set Preselected Msg - enter Msg number 00-10
- [2] Set Custom Msg - enter Msg 00 (see "Entering Characters for Display Entries" on page 2-19)

**[6] Announcement**

- [1] Rec User Greeting
- [2] Listen Time / Date
- [3] Listen Station Number
- [4] Listen Station Status
- [5] Record Page Msg
- [6] Erase User Greeting
- [7] Erase Page Msg
- [8] Outbound Notify - dial 1, ON; dial 0, OFF
- [9] Outbound Number - dial outbound telephone number
- [0] E-mail Notification - dial 1, ON; dial 0, OFF\*
- [\*] Rec User Name
- [#] Erase User Name

**[7] Supplementary**

- [1] LCD Display Language
- [2] MPB Version Display\*
- [3] BGM - dial 00-08\*
- [4] Register Sta Name - enter name (*see "Entering Characters for Display Entries" on page 2-19*)
- [5] Spk / Headset - dial 1, SPK; dial 0, Headset
- [6] Headset Ring Mode - dial 1, S; dial 2, H; dial 3, both
- [8] Serial Number
- [9] PC - Phone Lock Key

**[\*] System**

- [#] Enter Admin\*
- [1] Relocation Out\*
- [2] Relocation In\*
- [3] Register Bluetooth®
- [4] Bluetooth®
- [0] HotDesk Login
- [\*] HotDesk Logout

**[0] Attendant**

(Atd only functions)

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