

Phone Buttons & Features

Button/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. Note: <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. Note: <i>The button LED is lit red when the Speakerphone mode is active.</i>



24-Button Digital Phone for SBX IP 320 Systems

Quick Reference Guide



See back page for descriptions.

Basic Call Features

Make a Call	<ol style="list-style-type: none"> 1. Pick up the handset or press SPEAKER. 2. Use the keypad to dial a station or external phone number. Note: <i>If you are dialing an external number, you may be required to enter an authorization, account, and/or access code.</i> 3. Hang up the handset or press SPEAKER to send the conversation.
Answer a Call	<p><i>When the phone is ringing:</i></p> <ol style="list-style-type: none"> 1. Lift the handset or press SPEAKER. 2. Press the flashing green line (Flex) button.
Call Last Number Dialed	<ol style="list-style-type: none"> 1. Lift the handset or press SPEAKER. 2. Press the REDIAL soft button.
Put a Call on Hold	<p><i>While on a call:</i></p> <ol style="list-style-type: none"> 1. Press HOLD/SAVE to place the current call on hold. 2. Press the flashing red line (Flex) button to retrieve the call.
Transfer a Call	<p><i>While on a call:</i></p> <ol style="list-style-type: none"> 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). 3. Announce to the destination target who is calling, then hang up to complete the (screened) transfer. OR <p><i>While the destination target phone is ringing:</i> Hang up to complete the (unscreened) transfer without announcing the caller to the destination. Note: <i>Press the TRANS soft button or TRANS/PGM to reconnect to the caller, as needed.</i></p>
Set Up a Conference Call⁺	<ol style="list-style-type: none"> 1. Use the basic steps for placing a call to make the first call in the conference. 2. Press the CONF to put the current call on hold while you add another participant. 3. Dial the next participant. <ul style="list-style-type: none"> • Repeat steps 2 and 3 to add more participants (up to the maximum allowed by your system). 4. Press the CONF twice to connect all of the participants.
Mute a Call⁺	<p><i>During a conversation:</i> Press MUTE to prevent other party from hearing anything from your end of the conversation.</p>
Use 2.5mm Headset Jack	<ol style="list-style-type: none"> 1. Press TRANS/PGM, then one of the following: <ul style="list-style-type: none"> • 171 to enable the setting. • 75 to toggle between the speaker and the headset. • 76 to select whether to have calls ring to the speaker, headset, or both. 2. Press HOLD/SAVE to store the setting.

⁺ This feature require specific pre-programming.
Contact your System Administrator for details.

Voice Mail Features

Set/Change Your Password	<ol style="list-style-type: none"> 1. Dial TRANS/PGM, then enter 31 to set your password. Note: <i>To change your password press TRANS/PGM, then enter 32.</i> 2. Use the dialpad to enter a password (3 to 5 digits). 3. Press [#], and listen for a confirmation tone.
Record Your Voice Mail Greeting	<ol style="list-style-type: none"> 1. Press TRANS/PGM. 2. Enter 61, then press #. <p><i>At the prompt:</i></p> <ol style="list-style-type: none"> 3. Begin recording your greeting. 4. Press HOLD/SAVE or SPEAKER to end and save the recording. <ul style="list-style-type: none"> • A confirmation tone sounds.
Check Messages from Your Office Phone	<ol style="list-style-type: none"> 1. Press CALL BACK. <p><i>At the prompt:</i></p> <ol style="list-style-type: none"> 2. Enter your password, then # to play the first message. 3. Follow the prompts to listen to (and manage) your messages (see below).
Check Messages from Outside the Office⁺	<ol style="list-style-type: none"> 1. Call the main office number. <i>When you hear the Auto Attendant greeting:</i> 2. Press the access digit. ⁺ <p><i>At the prompt:</i></p> <ol style="list-style-type: none"> 3. Enter your station number. 4. Enter your password, then press #. 5. Follow the prompts to listen to (and manage) your messages (see below).
Listen to & Manage Messages	<ol style="list-style-type: none"> 1. Dial into Voice Mail using either of the methods shown above (that is, from inside or from outside the system). <ul style="list-style-type: none"> • New messages will automatically be played first, then any saved messages. <p><i>At the prompt:</i></p> <ol style="list-style-type: none"> 2. Do one of the following: <ul style="list-style-type: none"> • Press #1, or the DELETE soft button to delete the current message. • Press #2 or the NEXT soft button to play the next message. • Press the #3 or the REPEAT soft button to play the message again. • Press #5 to reply to the current message (see below). • Press #6 to forward the current message (see below).
Reply to a Message	<p><i>While listening to a message:</i></p> <ol style="list-style-type: none"> 1. Press #5 to dial the voice mailbox of the station that left the message. <p><i>At the prompt:</i></p> <ol style="list-style-type: none"> 2. Record your reply.
Forward a Message	<p><i>While listening to a message:</i> Enter the destination voice mailbox to forward the message. Note: <i>You will be prompted to add a comment. Once forwarded, the message will be removed from your mailbox.</i></p>
Set Cell Phone Notification	<ol style="list-style-type: none"> 1. Press Trans/PGM. 2. Enter 68, then press 1 (to turn on notification). 3. Press HOLD/SAVE to store the setting, then press TRANS/PGM, again. 4. Enter 69, then the number at which you want to be notified. 5. Press HOLD/SAVE to store the setting.