

## Phone Buttons & Features

Button/Feature	Used to...
<b>1 Headphone Jack</b>	speak to a caller when using a headset instead of holding the handset.
<b>2 Handset</b>	answer/make internal or external calls.
<b>3 Speaker</b>	hear the other party during a call without using the handset or headset (hands-free mode).
<b>4 LCD Display</b>	display phone status information, dialing directories, and test message information.
<b>5 Soft Buttons (3)</b>	work in conjunction with fixed and flexible features options that appear on the display.
<b>6 Ring LED</b>	indicate when the phone is ringing.
<b>7 Pre-Programmed/Flexible Buttons (24)</b>	access external line calls, pre-assigned features, or user defined feature code assignments.
<b>8 Microphone (MIC)</b>	used to speak to a caller when in speaker mode.
<b>9 SPEED Button</b>	access speed dialing, saved number redial, and last number redial. Button is also used to access flexible button programming.
<b>DND Button</b>	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>
<b>TRANS/PGM Button</b>	set up a conference call or transfer a call.
<b>CALL BACK Button</b>	initiate a call back request for another busy station.
<b>10 Nav Button</b>	navigate through (and make selections on) the display/menus.
<b>11 VOLUME Button</b>	decrease (-) or increase (+) the volume level of the speaker or handset while on a call.
<b>12 HOLD/SAVE Button</b>	put a call on hold or save the current User Programming setting.
<b>13 Dialpad</b>	dial phone numbers and make entries on the display.
<b>14 SPEAKER Button</b>	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 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

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

<sup>+</sup> This feature require specific pre-programming.  
Contact your System Administrator for details.

## Voice Mail Features

<b>Set/Change Your Password</b>	<ol style="list-style-type: none"> <li>Dial TRANS/PGM, then enter 31 to set your password. <b>Note:</b> <i>To change password press TRANS/PGM, then enter 32.</i></li> <li>Use the dialpad to enter a password (3 to 5 digits).</li> <li>Press [#], and listen for a confirmation tone.</li> </ol>
<b>Record Your Voice Mail Greeting</b>	<ol style="list-style-type: none"> <li>Press TRANS/PGM.</li> <li>Enter 61, then press #.</li> </ol> <p><i>At the prompt:</i></p> <ol style="list-style-type: none"> <li>Begin recording your greeting.</li> <li>Press HOLD/SAVE or SPEAKER to end and save the recording. <ul style="list-style-type: none"> <li><i>A confirmation tone sounds.</i></li> </ul> </li> </ol>
<b>Check Messages from Your Office Phone</b>	<ol style="list-style-type: none"> <li>Press CALL BACK.</li> </ol> <p><i>At the prompt:</i></p> <ol style="list-style-type: none"> <li>Enter your password, then # to play the first message.</li> <li>Follow the prompts to listen to (and manage) your messages (see below).</li> </ol>
<b>Check Messages from Outside the Office<sup>+</sup></b>	<ol style="list-style-type: none"> <li>Call the main office number. <i>When you hear the Auto Attendant greeting:</i></li> <li>Press the access digit.<sup>+</sup></li> </ol> <p><i>At the prompt:</i></p> <ol style="list-style-type: none"> <li>Enter your station number.</li> <li>Enter your password, then press #.</li> <li>Follow the prompts to listen to (and manage) your messages (see below).</li> </ol>
<b>Listen to &amp; Manage Messages</b>	<ol style="list-style-type: none"> <li>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"> <li><i>New messages will automatically be played first, then any saved messages.</i></li> </ul> </li> </ol> <p><i>At the prompt:</i></p> <ol style="list-style-type: none"> <li>Do one of the following: <ul style="list-style-type: none"> <li>Press #1 or the REPEAT soft button to <b>play the message again</b>.</li> <li>Press #2 or the NEXT soft button to play the <b>next message</b>.</li> <li>Press #3, or the DELETE soft button to <b>delete the current message</b>.</li> <li>Press #5 to <b>reply</b> to the current message (see below).</li> <li>Press #6 to <b>forward</b> the current message (see below).</li> <li>Press #7 to <b>callback</b> the sender of the message.</li> <li>Press #8 to <b>skip</b> the current message.</li> <li>Press #9 to <b>pause</b> the current message.</li> </ul> </li> </ol>
<b>Reply to a Message</b>	<p><i>While listening to a message:</i></p> <ol style="list-style-type: none"> <li>Press #5 to dial the voice mailbox of the station that left the message.</li> </ol> <p><i>At the prompt:</i></p> <ol style="list-style-type: none"> <li>Record your reply.</li> </ol>
<b>Forward a Message</b>	<p><i>While listening to a message:</i> Enter the destination voice mailbox to forward the message. <b>Note:</b> <i>You will be prompted to add a comment. Once forwarded, message will be removed from your mailbox.</i></p>
<b>Set Cell Phone Notification</b>	<ol style="list-style-type: none"> <li>Press Trans/PGM.</li> <li>Enter 68, then press 1 (to turn on notification).</li> <li>Press HOLD/SAVE to store setting, then press TRANS/PGM, again.</li> <li>Enter 69, then the number at which you want to be notified.</li> <li>Press HOLD/SAVE to store the setting.</li> </ol>