

Telephone Hints

Vertical SBX IP 320

To Receive a Call

Upon hearing the phone ring, lift the handset and begin speaking,

-or-

press the **[Speaker]** key button to answer hands free.

To Call another Extension

Lift the handset and dial the 3-digit extension or press the DSS key of the desired extension.

To Place an Outside Call

Pick up the handset select a line key. Dial the phone number

-or-

Press the line key and the phone will automatically go into hands free mode

To Pickup a Call Ringing at Another Extension

Lift the handset and press the **[Pickup]** softkey. The call ringing at any other extension will be answered.

To Transfer a Call to Another Extension

While on a call, press the **[Trans/Pgm]** key and press the DSS key of the recipient. You can hang up and the call will ring through until answered. Or, you can announce the call and then hang up.

If the recipient does not wish to take the call, press the **[Line]** key again to retrieve the original call.

To Transfer a Call Directly to Voicemail

While on a call press the **[Trans/Pgm]** key, the **[Callback]** key and then the DSS key of the recipient and hang up.

To Place a Call on Hold

Press the **[Hold]** key (the line key will flash). To take the caller off hold, press that line key from any phone.

To Place a Call on "Exclusive" Hold

Press the **[Hold]** key twice (the line key will flash). The call can only be retrieved from this telephone.

Do Not Disturb

Press the **[DND]** key to put your station in Do Not Disturb. All calls will go directly to your voicemail. Press the key again to turn off.

To Page

Press the **[Page Phones]** key to page through the speakers of the phones in the office. Press the **[Page Whse]** key to page through the overhead speaker in the warehouse.

To Record a Call

While on a phone call press the **[Record]** softkey. The call will record for 5 minutes. Recorded calls will save to the voicemail of the extension used to make the recording.

To Access Your Recordings

Press the **[Callback]** key and retrieve the recording as if it were a voicemail message.

To Program a Personal Speed Bin

Without lifting the handset, press the **[Trans/Pgm]** key then the **[Speed]** key. Enter the 3-digit speed number you wish to use. **001-099** are available for you to use. Enter the phone number you wish to save. Press **OK** to store the number. If you wish, enter the name of the number stored, then press **OK** again to complete and store the number.

Note: Instructions for entering names can be found in the Phone Manual on page 2-20

To Use a Personal Speed Bin

Press the **[Speed]** key and dial the three digit speed dial number. *System speed bins are 4-digit beginning with 20.*

To Program a Speed Bin to a Button

Press **[Trans/Pgm]**. Press the available key to be programmed. Press the **[Speed]** key and enter the three or four digit speed bin to be used. Press the **[Hold/Save]** key.

To Change Your Ring Tone

Press the Up Arrow on the Navigation Wheel. Press ok to select **Basic Programming**. Using the up and down arrows select Ring Program then select CO Ring. Press the Next softkey to review options then press Ok to select.

To Switch from Day to Night/Closed

From extension **100** press the **[DND/FWD]** key.

Select:

0= Follows Schedule

1= Day

2= Night/Closed