

MBX Telephone Training

Over View:

**Telephone Buttons, Speed Dial, Call Forwarding,
Directed Call Pickup, Call Park,
Conference Calls, Voice Mail**

Station Speed Dial

Each User can store commonly dialed numbers for easy access using Station Speed Dial bins.

Each Station has access to 50 Speed Dial numbers. Each Speed Dial number can be up to 24 digits in length and may include special instruction codes.

Special instruction codes are:

- Flash as 1st digit: Activates dial tone detect.
- Pause [MSG]: Inserts a pause dialing command.

Digital Phone users may assign a Flex button for One-Touch access to a specific Speed Dial bin.

CONDITIONS

- Accessing an empty Speed Dial bin will return an error tone.
- Speed Dial numbers can reference a specific CO/IP Group entered by the user. If the assigned line is busy, a line from the same group will be selected. If all lines in the group are busy, the user may queue for the next available line.
- All Speed Dial numbers are stored in protected memory in case of power loss.
- A name can be entered for a Speed Dial number to permit access from the Dial-by-Name directory.

OPERATION

Digital Phone

To dial using a Station Speed Dial:

1. Lift handset or press the [SPEAKER] button.
2. Press the [SPEED] button.
3. Dial the desired bin number.

To program a Station Speed Dial number:

1. Press the [TRANS/PGM] button,
2. Press the [SPEED] button,
3. Dial the Speed Dial bin number. (000-049)
4. Dial [9] (CO/IP Line/Group Access code).
5. Enter the number to be stored, 1 + ten digit number
6. Press the [HOLD/SAVE] button.
7. If desired, enter a name (refer to the Alphanumeric Entry Chart below).
8. Press the [HOLD/SAVE] button.

To assign a Station Speed Dial number directly to a Flex button:

1. Press the [TRANS/PGM] button,
2. Press the desired Flex button,
3. Dial [1] for Number,
4. Dial [9] (CO/IP Line/Group Access code).
5. Enter the number to be stored, 1 + ten digit number
6. Press HOLD/SAVE,
7. If desired, enter a name (refer to the Alphanumeric Entry Chart below).
8. Press HOLD/SAVE.

Q - 11	A - 21	D - 31
Z - 12	B - 22	E - 32
. - 13	C - 23	F - 33
1 - 10	2 - 20	3 - 30
G - 41	J - 51	M - 61
H - 42	K - 52	N - 62
I - 43	L - 53	O - 63
4 - 40	5 - 50	6 - 60
P - 71	T - 81	W - 91
R - 72	U - 82	X - 92
S - 73	V - 83	Y - 93
Q - 7*	8 - 80	Z - 9#
7 - 70		9 - 90
Blank - *1		
: - *2	0-00	#
, - *3		

Forwarding calls to an external number

Forward calls to an external destination; calls can be forwarded from an internal station or a remote location. You may define the conditions or 'type of forward' as listed below:

- 1: Unconditional - all calls to the station, except recalls, are forwarded.
- 2: Busy - Immediately forwards all calls to the station, except recalls, when station is busy.
- 3: No Answer - forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: Busy/No Answer - forwards calls if the station is busy or does not answer within the No Answer timer.

When you forward calls from a different station or a remote location, you may need to enter your Authorization Code. In addition, from a remote location, you must access the system through a DISA enabled CO line.

To activate Call Forward, Off Premise (forward to an external number) from your phone:

1. Lift the handset,
2. Press the [FWD] button or dial 554
3. Dial the type of Forward code (1-4) *see above*,
4. Dial Telephone number, 1 + ten digit number.
5. Replace the handset, return to idle.

To Deactivate Call Forward, Off Premise (forward to an external number) from your phone:

1. Press flashing [FWD] button.

Answering Calls to Other Stations –Directed Call Pickup

When nearby stations are ringing, you may pick-up (answer) the call. Select to answer a call ringing at a specific station (Directed Call Pick-Up)

To answer a call ringing at another station:

1. Lift the handset,
2. Press [PICKUP] or dial [7] (Directed Call Pick-Up code),
3. Dial the Intercom Number of the ringing station; or press the flex button for the ringing station; the call will be connected.

Placing a call in Park – Retrieving a call in Park

A user may transfer an active call to a special holding location (Park Orbit), which can be accessed easily from any station in the system. Typically, this feature is used with Paging to notify the desired user of a parked call. Parked calls are subject to Hold Recall after the Call Park timer.

To park an active external call:

1. Press the [TRANS/PGM] button,
2. Press the [PARK 1] or [PARK 2] button.
4. Return to idle.

To retrieve a parked call:

1. Lift the handset,
 2. Press the [PARK 1] or [PARK 2] button.
- Or Dial the Park Orbit code (541), + the Park number (00-49).*

Conference Call

Joining Multiple People in a Conference

You can establish a **Conference** with up to 13 parties. The other parties in the **Conference** may be internal or external. A **Conference** can be placed on Hold and is subject to Hold Recall.

You may also use the Conference operation to join 2 external parties in a private conversation.

This is an **Unsupervised Conference**, which is not subject to the normal **Hold Recall** operation.

To establish a Conference:

1. Establish call with one of the desired conference parties,
2. Select the [CONF] button,
3. Establish call with the other conference party,
4. Select the [CONF] button, (repeat steps 3 & 4 to add additional parties)
5. Select the [CONF] button again to establish the conference.

To place a Conference on Hold:

Press the [HOLD/SAVE] button.

To retrieve the Conference from Hold:

Select the [CONF] button

To establish an Unsupervised Conference:

1. Establish conference with two external parties,
2. Select the [CONF] button,
3. Hang-up handset.

To retrieve an Unsupervised Conference:

1. Lift the handset,
2. Select the [CONF] button.

Setting up a Conference Room

In addition to establishing a Conference, up to 9 **Conference Rooms** can be set up, letting up to 24 parties converse when using a MCIM. When setting up a Conference Room, a password can be designated for invited parties (internal and external parties) to use for accessing the established Conference Room.

To set-up a Conference Room:

1. Press the [TRANS/PGM] button,
2. Dial 56 to create a Conference Room,
3. Dial the desired Conference Room number (571-579),
4. If desired enter a password for the Conference Room (up to 12 digits),
5. Press [HOLD/SAVE] to establish the Room.

To join a Conference Room:

1. Lift the handset,
2. Dial 571-579 (Conference Room entry code),
3. Dial the Conference Room password.

To delete a Conference Room:

1. Press the [TRANS/PGM] button,
2. Dial 57 (Conference Room delete code),
3. Dial the Conference Room number (571-579),
4. Dial the Conference Room password,
5. Press [HOLD/SAVE] to delete the Conference Room.

Getting Voice Mail Messages

When callers are forwarded or recall to your Voice Mail Box, they can leave a voice message.

Your Voice Mail Box is part of the integrated VMIB.

The Voice Mail system allows access to and management of received voice messages.

While in your Mail Box, you have control of your password and Mail Box greeting. In addition, you can remotely control Call Forward for your station from the VMIB. You will need to register an Authorization Code for your station to access the VMIB Voice messages.

To retrieve Voice Mail locally:

1. Press the [MSG] button,
2. Dial your Mail Box number and corresponding password to receive the 'Number of Messages' prompt,
3. Dial desired option codes, ([8] for Mail Box Options).
4. At completion of session, hang-up to return to idle.

To retrieve Voice Mail Remotely (outside office):

1. Dial the direct voice mail number, _____
 2. Press [#] and wait till system answers.
 3. Once prompted dial your Extension number followed by your Password the press [#].
- Ex: EEE, PPPP, #

Setting up your voice mail box

To setup your new voice mail box:

1. Press the [MSG] button,
2. Dial your Mail Box/Extension number followed by [#]
3. Dial [8] for Mail Box Options
4. To edit your greeting press [1]
5. To edit your password press [2]
6. At completion of session, hang-up to return to idle.

To Record your Directory Spoken Name:

1. Dial (542) with the handset in the cradle
2. Enter your password followed by [#] (default password is your extension number)
3. To record your name press the [#] key
4. At completion of session, hang-up to return to idle.

Attendant Station Program Codes

Using the Attendant Station Program Codes, the Attendant can Print SMDR and Traffic Reports on-demand, Assign Authorization Codes, Control certain User Features, Record VMIB Announcements, etc. Items are available using the Program Code directly or scrolling the multi-level display menu using a Digital Telephone LCD screen. The following Table indicates the Display Menu, including digits for selecting the Item, the Item Description and any further required entries. The various levels of the Display Menu are indicated by indentation.

NOTE: Some Program Codes are only available to the System Attendant or Stations allowed access to Attendant Feature codes.

OPERATION

Attendant

To activate an Attendant Station Program Code Feature or Function:

1. Press the [TRANS/PGM] button, the Attendant Station Program Menu is displayed.
2. Dial 0 to access the Attendant Station Program codes (Display Menu).
3. Enter the desired code. OR
4. Use the [VOL UP]/[VOL DOWN] or [NAVI UP]/[NAVI DOWN] button to display the desired menu item and enter the desired code.
5. Enter any additional inputs, if required.

04 DATE / TIME

041 SET SYSTEM DATE

042 SET SYSTEM TIME

06 VMIB ANNOUNCEMENT

061 LISTEN VM ANNOUNCEMENT

062 RECORD VM ANNOUNCEMENT

Recording an Auto Attendant Greeting from station 100-

1. From Station 100 press the [TRANS/PGM] button
2. Then from the dial pad dial [0] then [6]
3. Look at your display and select option 2 Record VM Announcement.
4. Enter Slot number- Where is your VM located in the KSU. (03)
5. Enter Greeting number to record (01)
6. Enter Record Type-Language 1 is English.
7. Then press the [#] key to start recording your Attendant greeting
8. When finished press [HOLD/SAVE].

Listening to an Auto Attendant Greeting from station 100-

1. From Station 100 press the [TRANS/PGM] button
2. Then from the dial pad dial [0] then [6]
3. Look at your display and select option [1] Listen VM Announcement.
4. Enter Listen Type [2] Announcement
5. Enter Slot number- Where is your VM located in the KSU. (03)
6. Enter Greeting number to listen (01)
7. Enter Listen Type-Language [1] is English.
8. When finished press exit or hang-up to return to idle.