

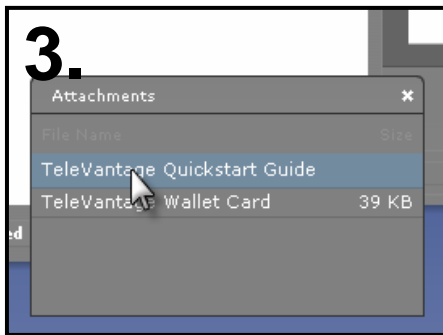


SBX IP 320TM

SBX IP 320 – 4008 Digital Telephone
End User Training

SEU-4008

Module Attachments



This module has documents attached for your reference.

To download the attachment(s):

Click the open sidebar button

Click the paperclip icon button

Click attachment(s) to download to your PC

A decorative header bar with a blue wavy pattern on top and a solid red section at the bottom. The word 'Objectives' is written in white, bold, sans-serif font on the red section.

Objectives

SBX IP 320 4024 Digital Telephone:

- Know your phone
- Make & receive calls
- Phone Features
- Voicemail

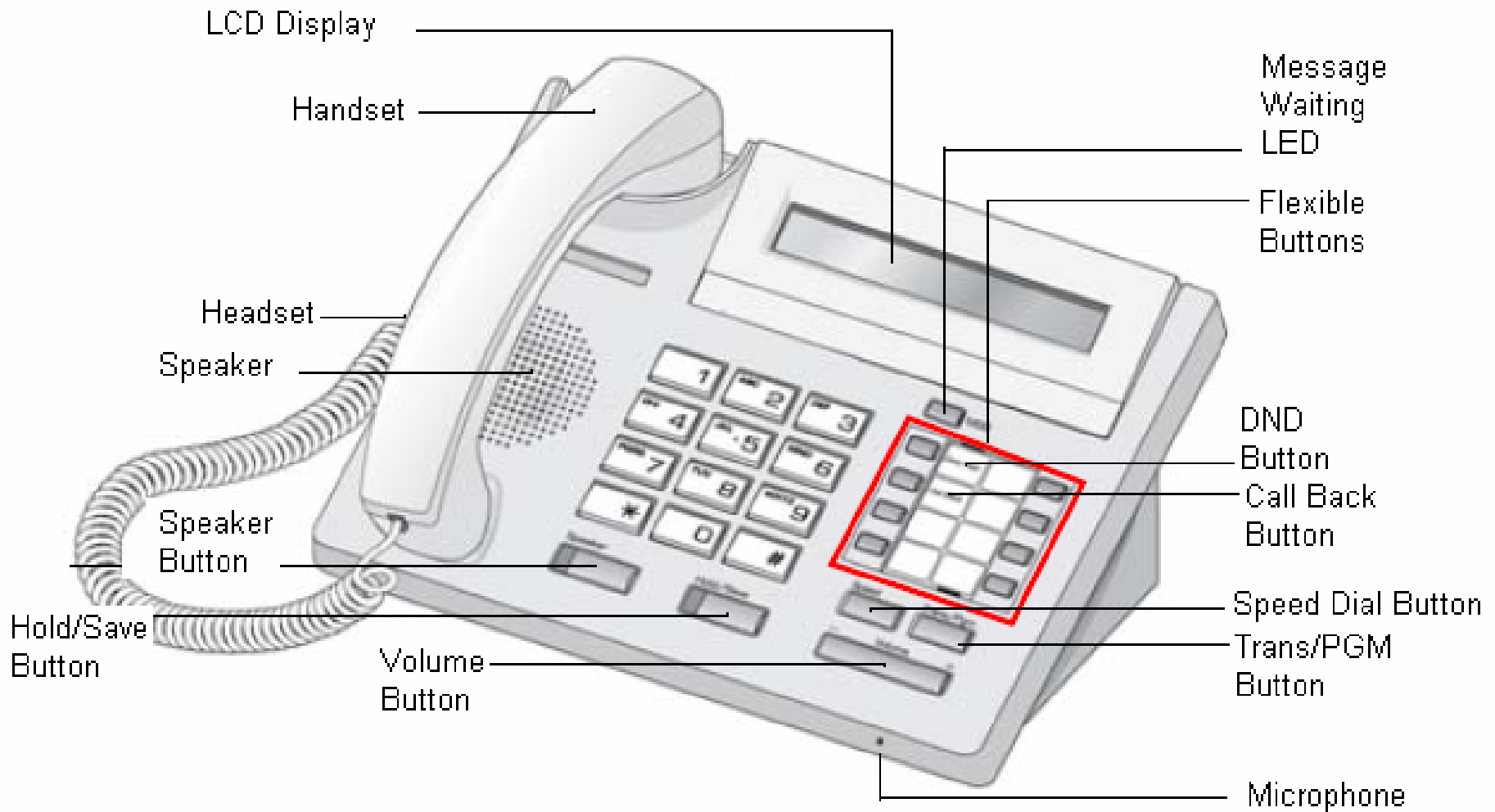
Knowing Your Phone

- User friendly
- Easy to Operate
- Wall mountable



4008 - 8 Button Phone

Knowing Your Phone



Knowing Your Phone



Volume Button
adjusts audio levels

Hold/Save
allows you to place a call on hold and keep the party connected

Knowing Your Phone



Callback
used to notify
a busy
station with a
call back
request

DND
activates "do
not ring" this
phone mode

Knowing Your Phone



Speed used to access speed dial, redial, flexible programming

TRANS/PGM used for conference and transfer



Call Handling



How to Dial



For an internal or intercom call...

- Pick up your handset

OR

- Press the speakerphone button

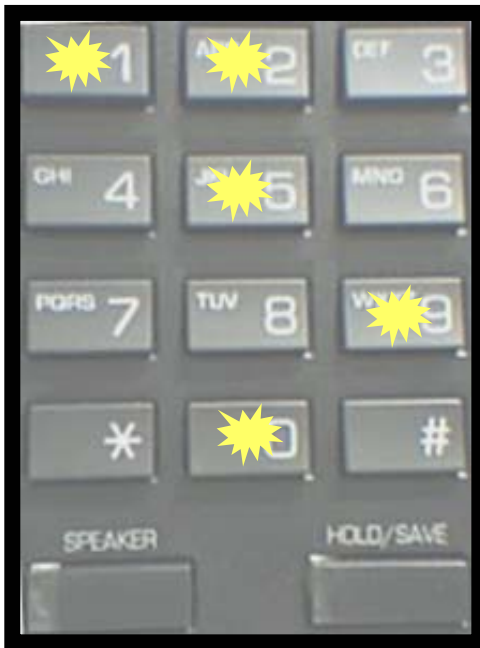
OR

- Dial the station number, for example extension 103

The phone will ring... it's that easy!

How to Dial

9 1 5 0 2



To dial an outside number, you will need to first dial a dialing service number

Usually, this is the number "9" for an outside line. However, it may be different so you should check with your administrator

- Pick up the phone (or hit the speakerphone button)...
- Press 9 (or whatever dialing service you use)
- Dial the number just as you normally would (use 1 if it is long-distance, etc.)

Answering a call

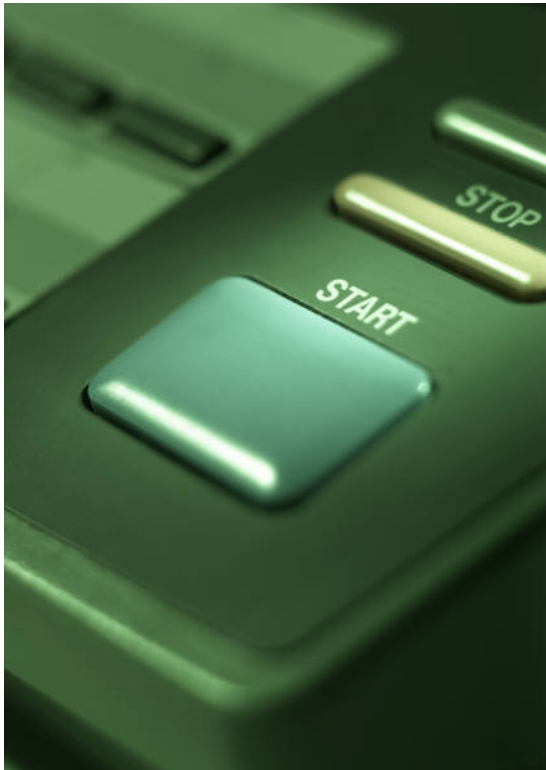


Making & Receiving Calls

REVIEW

- To dial just pick up the phone or hit the speakerphone button
- To call an internal user, just dial their extension
- To call an external user, dial 9 (or whatever dialing service you use) and the number
 - Include 1 for long-distance, and the area code when appropriate.
- To answer a call pick up the handset or press the speaker phone button

Features and Functions



- Flexible buttons
- Call Waiting
- Group Pickup
- Redial
- Call Pickup
- Speed Dial



Flexible Buttons



Flexible Buttons used with flexible features

Flexible Button Programming

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be programmed.
3. Enter the desired feature code from the Numbering Plan Code table in the SBX IP 320 User Guide.
4. Press the [HOLD/SAVE] button to save.

Flexible Button Programming

1. Press the [TRANS/PGM] button.
2. Press the flexible button to be programmed.
3. Enter the Conference feature code, 91.
4. Press the [HOLD/SAVE] button to save.

Conferencing

1. While on an internal or external call, press the Conference flexible button
2. You will receive dial tone, make a second call
3. Press the Conference button twice to establish the conference call between all parties

Call Waiting

After receiving a “station busy” tone,

1. Dial *
2. A Camp-on tone sounds at the called station
3. When the called party answers, talk, or hang up to transfer another call to the called party

Group Pick up

When an unattended phone rings in your area (group),

1. Lift the handset
2. Dial 566
3. You will be connected automatically to the caller

Note: You must be in the same pick-up group.

Call Pickup

Re-direct an Incoming Call

When you hear another phone ringing in your area,

1. Lift the handset or press the [SPEAKER] button
2. Dial 7
3. Then dial the extension number of the ringing station
4. You will be automatically connected to the caller

Retrieve an Outside Call on Hold

1. Press the flashing flexible button.
2. You will be automatically connected to the caller

Note: Calls will automatically recall after a pre-defined time.

Redial

To dial the last number called,

1. Lift the handset or press the [SPEAKER] button
2. Dial 552 , or, [SPEED] button + * + [HOLD/SAVE] button

Speed Dial

Station Speed Dial Numbers – Storing

1. Press the [TRANS/PGM] and [SPEED] button.
2. Dial the speed bin number (range = 000-099).
3. Dial the speed dial number you wish to store.
4. Press the [HOLD/SAVE] button.
5. Enter the name associated to the number.
6. Press the [HOLD/SAVE] button.
7. A confirmation tone will sound.

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Speed Dial

Station Speed Dial Numbers – Using

1. Press the [SPEED] button
2. Dial the desired speed dial bin number

Checking Voicemail



VoiceMail Options

To record a personal greeting:

1. Press the [TRANS/PGM] button and dial "61".
2. Press # to start recording.

To forward my phone to voice mail:

1. Press the [SPEAKER] button
2. Press the [DND] button
3. Dial the type of forwarding you want:
 - 1 = Unconditional
 - 2 = Busy
 - 3 = No Answer
 - 4 = Busy and/or No Answer
4. Dial "#" (confirmation tone will be heard if forwarding has been set).

Voice Mail Options

Retrieving Voice Mail Messages

1. Press the message waiting button, or,
2. Lift the handset and dial 557
3. The message number prompt and the first voice message is played
4. To delete the current voice message and hear the next message, dial #1
-or-
To save the current voice message and hear the next message, dial #2
-or-
To hear the current voice message, dial #3

Summary



- Know your phone
- Make & receive calls
- Phone Features
- Voicemail



End of Module

This concludes the SBX IP 320

4008 Digital Phone

End User Training

Thanks for your participation!