Bizcom TELECOM

Quick User Instructions for the Vertical SBX IP 320 system

Recording your mailbox greeting message

- **Press Change VM Recording** or press the **Callback** button
  -If you press the **Callback** button press 2 for User greeting
- The system will say "**If you want to leave a message press the # key**"
If you have already recorded a greeting the system will play your greeting
- If you're happy with your message hang up
- To **Rerecord** your message **press the # key** at any time
- Press the **HOLD/SAVE** key when done.

Accessing Voicemail

From your phone	Outside the office
• Press the **Callback** key.	Call the office
At another phone:	**If someone answers** have them transfer directly into your mailbox**.** While your greeting is playing, press the ***** key

• Press The **Callback** key
• press the **#** button
• enter your extension number
• enter your password and **#**
	If the Auto Attendant answers
	Dial **9**
	    • enter your extension number
	    • enter your password and **#**

You'll see on the display and hear a message telling you the number of messages

Use the **softkeys** for playing, deleting etc.   Press the right arrow > navigation key to access additional options.

You can also **dial**:
1 Listen to messages
         1 for new, **2** for Saved or **3** for urgent messages
While listening to a message dial:
         1 = to listen to the current message again
         2 = to listen to the next message
         3 = to delete the current message
         4 = to delete all received messages
2 Change mailbox greetings
    1 Play greeting
    2 Record a new greeting
    3 delete greeting
3 Leave a message
  Dial the extension number
  Press # to start recording

to enter another mailbox

Transfer a Call Directly to a Voice mailbox
While on a call

- Press the **TRANS/PGM** Button
- Press the **CALLBACK** Button
- Press the **DSS**(Direct Station Selector) button **OR dial** the station number
- Hang up

To Change your voicemail password

- **TRANS/PGM** and **dial 32**
- Enter your new password
- Press **HOLD/SAVE**

Call Recording

- Press the **Call Recording** key any time **during a conversation**
- Press the **Call Record again** key to **stop recording** or hang up

Calls recorded are saved as voicemail messages.

Call Transfer
While on a call:

- Press the **DSS**(Direct Station Selector) button **OR dial** the station number.

The call is put on hold while transferring
- Wait for the extension to answer and talk **OR** hang up.
- If you talk prior to transferring, the call will ring on the extension when you hang up
- You can also press the outside line key again to retrieve the call

To use Paging

- Press the **Page All** button if programmed or **Dial 543**
- Hang up or wait for paged person if using Meet Me Paging

To use Meet Me Paging

When you've been paged, press the **Meet Me Page** button if programmed or **Dial 544**

To send a ringing call to voicemail press your DSS key
To retrieve a call that has just gone to your voicemail press the outside line key for that call.

Setting up the Programmable keys

To program a button as a speed dial:
- Press TRANS/PGM
- Press the desired flex key
- press the phone number soft key on the display
- Dial 9 plus the phone number
- Press Hold/Save when complete

To program a button for another station's mailbox:

NOTE: This button is used to show **Message Waiting status** and for **direct access** to another mailbox

- Press TRANS/PGM

- Press desired flex button

- Press TRANS/PGM 47 xxx - where 'xxx' represents the target mailbox number

- Press Hold/Save when complete

Other common Flex key functions
Consult user guide page 1-16 for more codes

Numbering plan is applicable to both 8- and 24-button models, except as noted.

Password Register	TRANS/PGM + 31	Redial	TRANS + 97
Password Change	TRANS/PGM + 32	Register Stat ion Name	TRANS/PGM + 74
		Ring Answer Mode	TRANS/PGM + 12
Background Music	TRANS/PGM + 73	Ring Type	TRANS/PGM + 11
		Set Customer MSG	TRANS/PGM + 52
Call Log	TRANS/PGM + 57	Set Pre-selected MSG	TRANS/PGM + 51
Call Park	601-608	Set Wake-up Time	TRANS/PGM + 41
Camp-on	TRANS/PGM + 85	Cancel Wake-up	TRANS/PGM + 42
		Speakerphone/Headset	TRANS/PGM + 75
Erase Page	MSG TRANS/PGM + 67	Two way recording	TRANS/PGM + 54
		Universal Night Answer	569
Record User Greeting	TRANS/PGM + 61		
Erase User Greeting	TRANS/PGM + 66	**Speed Dial**	
Record Page MSG	TRANS/PGM + 65	Direct Station Select 100-132	
Group Call Pick-up	TRANS/PGM + 71	Station speed dial SPEED + 000-099	
Headset Ring Mode	TRANS/PGM + 76	System speed dial SPEED +2000-2499	
Hunt Group	620-629		
Handsfree/Tone/Private	TRANS/PGM + 12		

Outside Line Access		**Button Assignment unique to 7208D**	
Group 801-808		CALLBK	TRANS + 92
Group acces s 9		CONF	TRANS + 91
Individual Line Acces s 8801-8812		DND	TRANS + 93
		FLASH	TRANS + 94
		LOOP	TRANS + 84
Listen Station Number	TRANS/PGM + 63	MUTE	TRANS + 95
Listen Station Status	TRANS/PGM + 64	SPEAKER	TRANS + 96
Listen Time & Date	TRANS/PGM + 62		
MPB Version Display	TRANS/PGM + 72		

Attendant Functions
Station 100 only

To set the ringing Mode
- press **FWD/DND**
- **Dial the MODE number**
  1 Day, **2** Night, **3** On Demand, **4** Weekend, **5** Automatic mode switching, **6** Lunch
- Press **HOLD/SAVE**

To record Auto Attendant system greetings
- On station **100**:
- Press **TRANS/PGM** dial **06**
- the display should ask for a system number 001 to 100. **Dial** the greeting number
- Record a new greeting by pressing **#**
- Save the greeting by pressing the **hold/save** key.

Station Feature Cancel
The attendants can cancel features such as DND, Call Forward and pre-selected messages at other stations.

To disable active features at a station from the attendant station:
- Press the [TRANS/PGM] button.
- Dial 071.
- Dial the desired station range.
- Press the [HOLD/SAVE] button

System Time/Date Setting
The system must be in Programming mode. To enter programming mode

Press the [TRANS/PGM] button and dial * #. A confirmation tone will sound.

- Press the [TRANS/PGM] button.
- Dial 178.

To Change the time:
- Press Line 1. This is the top left Flex key
- enter 24 hour time
- Press the Hold Save button
- Lift and replace handset

To change the date
- Press the line 2 button. This is the second from top left Flex key
- enter the date in MMDDYY format (eg january 27, 2009=270109)
- Press the Hold Save button
- Lift and replace handset