VCX™ Business Telephone
Quick Reference Guide

Your VCX telephone must be configured to work in an IP network. Typically, your administrator assigns IP parameters, including an IP address and password, as part of the installation process.

Put a Call on Hold

While you are on a call, press **Hold.** The light next to the line button flashes. To return to the call, press the line button.

Transfer a Call

1. While you are on a call, press **Transfer**.
2. Dial the number to which you want to transfer the call.
3. When you hear ringing, press **Transfer** for an unannounced transfer, or wait for the recipient to answer, announce the call, press **Transfer**, and hang up.

Make a Conference Call

1. Place or receive a call. Two parties are now on the call.
2. Press **Conference.**
3. Dial the third party, wait for that party to answer, and then press **Conference** again.
- If one party is internal and the other two parties are external, the conference ends when the internal party hangs up.
- To place your part of a conference call on hold, press **Hold.** The other parties can talk to each other, but they cannot hear you. (Music on Hold is not played.)

Adjust the Volume

- **Handset** — Lift the handset. Repeatedly press the higher or lower volume control button.
- **Speaker** — Press **Speaker**. Repeatedly press the higher or lower volume control button.
- **Headset** (3102 only) — During a call, repeatedly press the higher or lower volume control button.
- **Ringer** — While the telephone is ringing, repeatedly press the higher or lower volume control button.

Mute a Call

During a call, press the Mute button. The light next to the button comes on. You can hear the caller but the caller cannot hear you. To cancel, press the Mute button again.

Log In/Log Out

- While logged in, press **Feature + 410 + 5 + 6** to log out of a phone.
- To log in, press **Feature + 410 + 5 + 6** and enter the password for your phone at the prompt.
- To log in to a second VCX phone, log out of that phone. Press **Feature + 410 + 5 + 4** and enter the number of your primary phone. Log in the second phone. Calls made to your number will ring in both locations.

Forward Incoming Calls to Your Voice Mail

Press **FWD MAIL**. The light next to the button comes on; all incoming calls ring once and then go to your voice mail message box. To cancel this feature, press **FWD MAIL** again.

Switch Your Telephone to Do Not Disturb

Press the **Do Not Disturb** button (or press **Feature + 446**). The display shows **Do Not Disturb**. All incoming calls go directly to your call coverage point (by default, voicemail). To cancel, press the **Do Not Disturb** button or press **Feature + 446** again.

Park a Call and Retrieve a Parked Call

1. While you are on a call, press the **Call Park** button, or if Call Park is not assigned to an Access button, press **Feature + 444.**
2. Enter one of the extensions reserved for Call Park or press the **Call Park** button again to use the default Call Park extension. The default Call Park numbers are 800 through 899, inclusive.
- The call is parked until someone retrieves it, the caller hangs up, or the Call Park timer expires (the default is 5 minutes).
- If the extension you chose is busy, the system assigns another Call Park extension.
- If the Call Park timer expires, the system rings the extension that parked the call.

To retrieve a parked call, dial the Call Park extension where the call was parked.

Dial from the Telephone Display Panel

1. Pick up the handset, and then press the **Call History** button or press **Feature + 462**.
2. On the Display Panel, use the arrow keys to scroll through the list: Placed Calls, Received Calls, Missed Calls, Unviewed Missed Calls, or Clear All Logs.
3. Press the button associated with the list option whose entries you want to view.
4. Press one of the three buttons below the Display Panel:
    - To select a call from the list and automatically dial it, press **Slct.**
    - To see the previous menu, press **Back**.
    - To leave the display panel menus, press **Exit**.

Other VCX Phone Features

For information about other features such as Speed Dialing, Call Forwarding Destinations, Bridge Extensions, and Controlling Caller ID, see the *3Com VCX Business Telephone Guide* or the VCX User web interface.

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Initialize Your Voice Mailbox

1. Pick up the handset and press **MSG** or ✉ and follow the voice prompts to set up your mailbox number and create a password.
2. Follow the voice prompts to record a name announcement and personal greeting. The mailbox is ready to use.

Access Your Mailbox

- **From Your VCX Telephone**
1. Pick up the handset and press **MSG** or ✉.
2. Enter your password.
3. Follow the prompts to listen to your messages. If you have no messages, the voice prompt presents the Main menu.

- **From Any Internal VCX Telephone**
1. Pick up the handset and press **MSG** or ✉.
2. At the password prompt, press *****.
3. At the next prompt, enter your extension number.
4. Enter your password.

- **From Any External Telephone**

If you can dial your telephone extension directly:

1. Press ***** during your greeting.
2. At the prompts, enter your extension and password, and then press **#**.

If you dial your organization's main telephone number:

1. If the Automated Attendant answers, press *** *** during the greeting. At the prompts, enter your extension and password, and press **#**.
2. If the receptionist answers, ask to be transferred to your voice mail. Press ***** during your greeting**.** At the prompts, enter your extension and password, and then press **#**.

Retrieve Messages

1. Pick up the handset and press **MSG** or ✉.
2. At the prompt, enter your password and press **#**.
3. Press **1** to access the Messages menu.
4. From the Messages menu:
   a. Press **1** for new messages.
   b. Press **2** for saved messages.
   c. Press **3** for deleted messages.
5. From the New, Saved, or Deleted Messages menu:
   a. Press **1** to listen to a message.
   b. Press **2** to save a message.
   c. Press **3** to delete a message.
   d. Press **4** to reply to a message.
   e. Press **5** to access the Message Options menu.
   f. Press **6** to forward a message.
   g. Press **7** to replay the last 10 seconds of a message.
   h. Press **8** to pause the message for 10 seconds.
   i. Press **9** to fast-forward 10 seconds in the message.
   j. Press **0** to access Help.
   k. Press **#** to move to the next message.
   l. Press ***** to return to the previous menu.

Reply to a Message

1. From the New, Saved, or Deleted Messages menu, press **4**, and then **1**.
2. At the prompt, press **#** to record an announcement for the recipient of the message.
3. Press **#** at the end of the recording.
4. At the prompt, enter the destination extension.
5. Press **#** to send the message.

Forward a Message

1. From the New, Saved, or Deleted Messages menu, press **6**.
2. At the prompt, enter a destination number and press **#**.

Mailbox Options

1. Pick up the handset and press **MSG** or ✉.
2. At the prompt, enter your password and press **#**.
3. From the Main menu, press **9**.
4. From Setup Options menu, press **1**.
5. From the Mailbox Setup and Greetings menu:
   a. Press **1** to change your password.
   b. Press **2** to record, review, rerecord, or delete a normal, busy, or extended absence greeting.
   c. Press **3** to manage scheduled personal greetings.
   d. Press **4** to record and review your name announcement.
   e. Press **6** to modify what you hear as you review messages.
   f. Press **9** to set up print options.

For more information about these and other features, see the *3Com IP Messaging Module User Guide* for the interface enabled on your telephone.

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1. Pick up the handset and press **MSG** or ✉.
2. Enter your password.
3. Follow the prompts to listen to your messages. If you have no messages, the voice prompt presents the Main menu.

• From Any Internal VCX Telephone

1. Pick up the handset and press **MSG** or ✉.
2. At the password prompt, press *****.
3. At the next prompt, enter your extension number.
4. Enter your password.

• From Any External Telephone

If you can dial your telephone extension directly:

1. Press ***** during your greeting.
2. At the prompts, enter your extension and password, and then press **#**.

If you dial your organization's main telephone number:

1. If the Automated Attendant answers, press *** *** during the greeting. At the prompts, enter your extension and password, and press **#**.
2. If the receptionist answers, ask to be transferred to your voice mail. Press ***** during your greeting**.** At the prompts, enter your extension and password, and then press **#**.

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   d. Press **4** to reply to a message.
   e. Press **5** to access the Message Options menu.
   f. Press **6** to forward a message.

g. Press **7** to replay the last 10 seconds of a message.
h. Press **8** to pause the message for 10 seconds.
i. Press **9** to fast-forward 10 seconds in the message.
j. Press **0** to access Help.
k. Press **#** to move to the next message.
l. Press ***** to return to the previous menu.

Reply to a Message

1. From the New, Saved, or Deleted Messages menu, press **4**, and then **1**.
2. At the prompt, press **#** to record an announcement for the recipient of the message.
3. Press **#** at the end of the recording.
4. At the prompt, enter the destination extension.
5. Press **#** to send the message.

Forward a Message

1. From the New, Saved, or Deleted Messages menu, press **6**.
2. At the prompt, enter a destination number and press **#**.

Mailbox Options

1. Pick up the handset and press **MSG** or ✉.
2. At the prompt, enter your password and press **#**.
3. From the Main menu, press **9**.
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