

Bell County Quick Reference

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 – Different than the NBX

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.

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 — 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.

Customize Your Phone Settings

1. Access Bell County's Intranet site using your browser and the URL of <http://BC>. Click on Customize Phone Settings under Phones.
2. Enter your extension as the user name and your password. The default password is 12345.

Initialize Your Voice Mailbox

1. Pick up the handset and press **MSG** or button with an envelope above it, or on it, and then 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 the button with an envelope above it, or on it.
2. Enter your password. Default password is 12345.
3. Follow the prompts to listen to your messages. If you have no messages, the voice prompt presents the Main menu.
4. If you hear a 'beep-beep-beep' tone when you pick up your phone handset, you have voicemail.

More detailed information can be found at <http://bc/Phones/Index.html>.