

SOUTHWESTERN UNIVERSITY

Faculty/Staff Telephone User Guide

NEC NEAX 2400 Telephone Series i QUICK REFERENCE GUIDE

RECEIVING A CALL

Lift handset and depress ringing line key to answer the following calls:

Outside Call.....Fast Ring Signal
Internal Call.....Normal Ring Signal

You may also answer a call by pressing **SPEAKER**. Note: The **MIC** key must be on (the LED will be red) for the caller to hear your voice.

PLACING A CALL

- Internal Call: Dial 4 digit extension number
- Local Outside Call: Dial “9” followed by the desired number.
- Long Distance Call: Dial “9” then “1”+area code+number. Hear interrupted dial tone. Enter authorization code. If the auth code is incorrect, you will see REST(ricted) in the display.

UP / DOWN ARROWS

- LCD Contrast: Press Δ or ∇ key while phone is idle.
- Speaker / Receiver Volume: Press Δ or ∇ key during conversation.
- Ringer Volume: Press Δ or ∇ key during ring cycle.

FEATURE KEYS

FEATURE + 3 = Selects ringer tone. Press **FEATURE** key, Press “3” on the keypad to scroll through the ringer tones. Press the asterisk (*) key to select the desired ringer tone.

TRANSFERRING A CALL

Press **TRANSFER**, hear interrupted dial tone, dial station number, when party answers, announce the call and hang up to complete the transfer. If the party refuses the call, press **TRANSFER** a second time to cancel the Transfer function and return you to the original calling party.

CONFERENCE CALLING

With a call in progress, (internal or outside), press **TRANSFER**, dial a station number or the desired outside number for the third party, wait for third party to answer, inform them of the conference call, Press **CONF** and a three-way conference is established. The associated CONF lights and CNF will appear in the display. If the third party’s voicemail answers, you may press the RECALL key to disconnect from voicemail and press the **TRANSFER** key to return to the party who is holding for the conference.

SOUTHWESTERN UNIVERSITY

Faculty/Staff Telephone User Guide

CALL HOLD

Standard Hold: Press **HOLD** once, associated LED flashes green, replace handset.
Anyone with the holding extension on their phone may pick up the call.

Hold Retrieval: Lift handset and depress desired (green) flashing line key.

You may press **HOLD** twice to prevent someone else from picking up a line that you have placed on hold. The call may be retrieved by pressing the blinking line key.

LAST NUMBER REDIAL:

- The last 5 numbers that you dialed will be stored.
- Press the **REDIAL** button until desired number is displayed, then press * to place the call.

RECALL

RECALL key is used to disconnect a call in progress and receive immediate dial tone to place a call to another party. If you will be placing an outside call, remember to dial 9 first.

CALL PARK

Allows a call to be placed on hold and retrieved from any location.

To Park: Press **TRANSFER** key. Dial *4. Hang Up. The call will be on hold in a BIN corresponding to the extension number where you parked the call.

To Retrieve: From any telephone in the system, Lift handset. Dial # 4 and the BIN (ext. number) where call is parked. If the parked call is not picked up within 2 minutes, the call will ring back to the extension where it was parked.

SOFT KEYS

Soft keys are the keys directly below the LCD display screen on your telephone. The function of each soft key changes depending upon the status of your telephone. To activate a feature using a soft key, press the soft key under the feature name displayed in the LCD.

CALL FORWARDING (Soft Key)

All Call: Redirects all of your calls to another extension or voicemail.

To Set: Lift handset. Press **FDA** key. Dial the extension to which calls are to be forwarded.

To Cancel: Lift handset. Press **FDA** key then “*”.

SOUTHWESTERN UNIVERSITY

Faculty/Staff Telephone User Guide

The same procedure applies when setting Call Forward Busy (FDB) and Call Forward No Answer (FDN).

DND (Soft Key)

You may place your phone in Do Not Disturb by pressing the **DND** soft key. Press the **DND** soft key again to deactivate. Calls will be answered by your voicemail box when **DND** is set.

PICK (Soft Key)

You may pick up a ringing phone in your call pick up group by lifting your handset and pressing the **PICK** soft key.

VOICE (Soft Key)

When dialing an extension, you may press the **VOICE** soft key to change from ringing to intercom.

CALL BACK (Soft Key) (The Call Back feature replaces “Camp On”)

When a busy signal is encountered upon calling an extension, the system will automatically monitor the busy extension and will ring you back when the busy station becomes idle. When you answer, the system will ring the called extension

To Set: When a busy signal is encountered, press the **CB** soft key. The associated LED will light. Hang up. The system will monitor the busy station and ring you back with a long ring when the station becomes idle.

To Cancel: Lift handset, depress **CB** soft key.

CALL REDIRECT (Soft Key)

To quickly transfer a call to a voicemail box.

- Press **TRANSFER** Key. Dial the extension number.
- When you hear a ring tone, press **REDIRECT** Soft Key.
- The second telephone stops ringing and the call is forwarded to its Call Forwarding - No Answer destination. If that destination is Voicemail the call is forwarded to the VM box.

SAVE & REPEAT (Soft Key)

Save and Repeat allows you to save a number that you have dialed for a one time redial at a later time. It will only store one number at a time.

To Set: When you have dialed a telephone number depress **S&R** (soft key) before hanging up. The number will be saved for a one time redial.

For assistance call X. 7333