



# NEAX 2400 SINGLE LINE TELEPHONE QUICK REFERENCE GUIDE

*IMPORTANT NOTE: The Single Line is designed to only display the information delivered from the telephone line. This information includes the time, date and outside caller ID when available.*

## RECEIVING A CALL:

Lift handset or Press Speaker button.

## PLACING A CALL:

Outside Call: Dial "9" followed by the desired number.

Internal Call: Dial the 4-digit extension number.

## USING A HEADSET

Plug a standard 2.5 mm headset into the headset jack on the right hand side of the phone. Any cell phone headset with the exception of Nokia should work, or any other 2.5mm headset. You may place and receive calls by pressing the **HEADSET/SPEAKER** key.

## TRANSFERRING A CALL:

Press **FLASH** key, dial extension number, wait for party to answer, announce call, hang up. Transfer is completed. *Note: If busy or no answer, press **FLASH** key to reconnect with the original calling party.*

## CONFERENCE CALLING:

With a call in progress, (internal or outside), press **FLASH** key (placing first call on hold), dial second party, press **FLASH** key again. Conference is established.

## CALL HOLD:

To Place a Caller on Hold: Press **HOLD** button

Hold Retrieval: Press **HOLD** again

## CALL PICK UP:

Enables remote access to a ringing phone within a group or the facility.

Call Pick Up Group: Lift handset, dial \*1.

Direct Call Pick Up: Lift handset, dial \*3 and the ringing extension number.

## SYSTEM SPEED DIAL:

To place a call using a system speed dial number:

Lift handset, dial \*6 and the speed dial Code number. Your call will be dialed automatically.

## **CALL FORWARDING:**

All Calls - Redirects all of your calls to another extension or to voicemail.  
To Set: Lift handset, press \*4, dial the extension that calls are to be directed to.  
To Cancel: Lift handset, press #4.

Busy/No Ans - Redirects your calls when your line is busy or you do not answer.  
To Set: Lift handset, press \*5, dial the extension that calls are to be directed to.  
To Cancel: Lift handset, press #5.

## **TO PARK A CALL:**

CALL PARK allows you to PARK a call in the telephone system. The call can then be retrieved from any telephone on the system.

**To Park:** Press FLASH, Dial \*2, Hang up.

## **TO RETRIEVE A PARKED CALL FROM THE EXTENSION WHERE THE CALL WAS ORIGINALLY PARKED:**

Lift handset and dial #2.

## **RETRIEVE A PARKED CALL FROM ANY OTHER EXTENSION:**

Allows you to retrieve a call PARKED by another extension in the system  
Go to any telephone on the system.  
Lift handset and dial #6 and the EXTENSION number where the call was parked.

## **MUTE:**

To Mute speaker/handset, press MUTE button. Button will light red.  
To cancel, press MUTE button again.

## **PROGRAMMING SPEED DIAL BUTTONS**

### **STORING A NUMBER IN MEMORY**

Follow these steps to program the ten (10) speed dial buttons on the right side of your telephone. The memory associated with each programmable button will accept up to sixteen (16) digits.

- 1) Lift the handset, then press PRGM.
- 2) Enter the number you wish to store. If you are storing an "outside" telephone number, remember to "9" in front of the number. Once you have entered the entire number, press the memory button corresponding to the location where you would like the number stored.

### **DIALING A STORED NUMBER**

Lift the handset or press the SPEAKER key, then press the desired speed dial button. The telephone will automatically dial the stored number.

### **MESSAGE WAITING LAMP INDICATOR**

The oval-shaped LED at the top right corner of the telephone will light red to provide you with a visual indication that you have a New Voice Mail Message.

### **CALLER ID**

Caller ID is a service provided by the telephone company. The telephone company sends the incoming caller's telephone number (and name, if available) and the call's date and time between the first and second ring. The CID display receives and displays this

information for each call, and updates the display with the current date and time. The display also shows if the caller information is not available, or if the sender blocks that information. Your B120D will save up to sixty (60) call records, after which it replaces the oldest call record with each new one.

Caller ID will only display information from calls that are originated from off campus.

### **REVIEWING CALLER ID RECORDS**

Each time you receive a call, your B120D stores a Caller ID record that you can review later. A Caller ID record includes:

- Call number (in the order the calls are received)
- The time and date of the call
- Caller's telephone number (if available)
- Caller's name (if available)

To review all the Caller ID records, press REVIEW ↑ or REVIEW ↓

### **NOTE:**

- The display shows up to twelve (12) digits of a phone number. If an incoming phone number is longer, the display shows only the last 12 digits.
- The B120D returns to the time and date display after about fifteen (15) seconds if you do not press a key during that time.
- The number of new calls and the number of total calls received is also displayed.

### **DELETING CALLER ID RECORDS**

The B120D allows you to delete individual Caller ID records, or all Caller ID records that have been reviewed. It will not allow the deletion of Caller ID records that have not been reviewed. You cannot delete Caller ID records during a call.

### **TO DELETE A SINGLE CALLER ID RECORD:**

1) Press REVIEW ↑ or REVIEW ↓ to select a record, then, press DELETE.

The display will show the prompt "DELETE?"

2) Press the delete key again. The name and number will be deleted from the phone book log. If there are no other records, "EMPTY LIST" will appear on display. To press the delete function, press REVIEW ↑ or REVIEW ↓

### **TO DELETE ALL CALLER ID RECORDS:**

1) Hold down the DELETE key for approximately four seconds. "DELETE ALL?" appears in the display.

2) Release and then, press the DELETE key again to delete all call records.

### **CALLER ID MESSAGES:**

The chart below explains some common messages that may appear in the display:

**# TOTAL # NEW** - Appears as new calls are received. (#) indicates the number of total calls and new calls.

**PRIVATE CALLER** - The caller is blocking the name and/or phone number from being sent.

**PRIVATE NAME** - The caller is blocking just the name from being sent.

**PRIVATE CALL** - The caller is blocking just the number from being sent.

**UNKNOWN CALLER** - The caller is not within a Caller ID service area. No caller name and number appears.

**UNKNOWN NAME** - The caller is not within a Caller ID service area. Only the number appears, but the name is unknown.

**UNKNOWN CALL** - Appears when the caller is not within a Caller ID service area. The number is unknown.

**NO CALLS** - No new call records are in the Caller ID's memory.

**MSG WAITING** - You have a message waiting.