

NEAX 2400 TELEPHONE SYSTEM REFERENCE GUIDE

BASIC TELEPHONE SYSTEM FEATURES

PLACING CALLS

- Lift handset or press **SPEAKER**
- Press primary extension button (top left side of telephone template)
- Dial desired 4-digit extension number
- OR -
- Dial 9, then dial desired telephone number

RECEIVING CALLS

NOTE: *When your telephone rings, if your extension button is flashing, you are receiving a call. Note that external calls provide a faster ring tone than internal calls.*

- Lift handset (press **ANSWER** if you use a headset)
- The button for which you answered the call will light green and you will be connected to caller

TRANSFERRING CALLS

- With caller on the line . . .
- Press **TRANSFER** (the caller goes on hold and cannot hear you)
- Dial desired extension number
- Hang up to complete transfer
- OR -
- Remain on the line to announce the call, and then hang up to complete transfer
- OR -
- If you do not wish to complete the transfer, press **TRANSFER** again to be re-connected to the caller

CALL HOLD

- With caller on the line . . .
- Press **HOLD** (line on hold flashes green)
- Press the flashing green line to return to the held caller

DIRECTED CALL PICK-UP

(Used to pick-up a call ringing on another extension's primary extension button)

- Lift handset
- Press primary extension button
- Dial # 4
- Dial extension number of ringing telephone
- You will be connected to the caller

GROUP PICK-UP

- Lift handset
- Press primary extension button
- Press **GROUP PICK UP** key

LAST NUMBER REDIAL

Lift handset or press **SPEAKER**

Press **REDIAL**

Press *

Your telephone will redial the last number dialed

NEAX 2400 TELEPHONE SYSTEM REFERENCE GUIDE

BASIC TELEPHONE SYSTEM FEATURES, Cont'd

CONFERENCE CALLING (3-way)

- Place or receive 1st call
- Press **TRANSFER**
- Place 2nd call by dialing either an extension within the office, or by dialing 9 plus outside telephone number
- Press **CONF** when 2nd party answers to establish the conference call
 - OR -
- Press **TRANSFER** to return to the 1st caller and drop the 2nd caller
- You are in control of the conference call, so when you hang up, all parties are disconnected

FEATURE (FNC) KEYS

- Feature + 1 Turns your speakerphone mic on or off (on when MIC light is red)
- Feature + 2 Toggles your handset receiver volume from normal to loud
- Feature + 3 Selects your telephone ringer tone
- Press Feature (FNC)
 - Press 3
 - Enter in a number from 1 to 4 to hear different ring tones
 - Press Feature (FNC) when desired tone is audible

VOLUME CONTROLS

- To adjust ringer volume, press the volume key up or down while your telephone is ringing
- To adjust your handset volume, press the volume key up or down while your call is in progress

TO USE A HEADSET

- Press the **HEADSET** key to place the phone in headset mode (the key will light up a solid red).
- Use the **ANSWER** key to place and answer calls.
- Use the **RELEASE** key to disconnect the call.
- Press the **HEADSET** key again to place the phone back in normal phone mode.

NOTE: When the phone is in headset mode, you cannot use the handset to answer calls.

NOTE: *If you have any problems with your telephone, please advise your assigned System Administrator.*

NEAX 2400 TELEPHONE SYSTEM REFERENCE GUIDE

ACD AGENT FEATURES

If your position requires you to answer inbound calls for a group (such as Member Services, Claims, etc.), you are referred to as an ACD agent. ACD stands for "Automatic Call Distribution." This means that calls are automatically distributed to the first available agent in your group.

As an ACD agent, you are required to log-on to your telephone each day. By logging on to your telephone, your supervisor is able to monitor your call activity and listen to your calls for quality assurance purposes. Your supervisor is able to track how long you are on each call, what type of call you are on, etc.

HOW TO LOG ON TO YOUR TELEPHONE

- Press the **Log On/Off** button (button flashes green)
- Dial your extension number and then #
- The **Log On/Off** button lights solid red

ACD CALL BUTTON

- The **ACD LINE** button is where the inbound group calls to your telephone appear
- Therefore, when the **ACD LINE** button is flashing and ringing, you should answer the call for your group as instructed by your supervisor

BREAK BUTTON (Used to place your telephone in a break mode while you are on a break, at lunch, etc.)

To Active Break Mode:

- Press the **BREAK** button (button flashes green)
- **BREAK** button lights solid red
- You will not receive group calls

To De-Activate Break Mode:

- Press the **BREAK** button (light goes out)
- You will begin to receive group calls again

CALLS WAIT

- This button will light red if there are any group calls waiting in queue to be answered.

ASSIST BUTTON

- If you need to contact your supervisor while on an ACD call, press the **ASSIST** key.
- The **ASSIST** key lights and **AGENT RESCUE** is displayed on your phone.
- The ACD call is automatically placed on hold and an automatic transfer to the designated supervisor is initiated.
- After consulting with the supervisor, one of three things can happen:
 - You may release the call completing the transfer to the supervisor
 - The supervisor may release the call and you are reconnecting to the ACD call.
 - You may press the **CONF** key to conduct a three-way conference with the supervisor, the ACD call and yourself.
- To cancel an **ASSIST** request, press the **TRANSFER** key and you're re-connected with the ACD call.

WORK BUTTON (Use to place your telephone in work mode to complete any miscellaneous work without the interruption of an ACD call).

To Active Work Mode:

- Press the **WORK** button (button lights solid)
- You will not receive group calls

To De-Activate Work Mode:

- Press the **WORK** button (light goes out)
- You will begin to receive group calls again