

**NORTHEASTERN UNIVERSITY
CENTREX SYSTEM USER GUIDE**

EMERGENCY INFORMATION

To call Public Safety for an emergency:

From a Northeastern University Telephone: Dial 3333
From Off Campus: Dial 1-617-373-3333

To call Public Safety for a Non-Emergency Call:

From a Northeastern University Telephone: Dial 2121
From Off Campus: Dial 1-617-373-2121

☞ *For any unfamiliar terms please refer to the glossary at the end of this guide*

****IMPORTANT** If you have an ISDN multi-button phoneset PLEASE refer to the ISDN User Guide at this website.**

TO PLACE A CALL ON HOLD (For all Nortel or Aastra phonesets or AT&T 710MW phonesets ONLY)

To place a party on hold press the **Hold** button. To retrieve the call from hold press the **Hold** button again.

TO USE THE SPEAKERPHONE (For M9316 Nortel or Aastra speakerphone sets ONLY)

Press the green **Handsfree** button
Hear the dial tone and place call
Press the **Handsfree** button again to end call

TO TRANSFER A CALL (For all Nortel or Aastra phonesets or AT&T 710MW phonesets ONLY)

Ask the party to hold then press the **Link** or **Flash** button
Hear dial tone then dial the 4-digit extension number you want to transfer call to
Optional: Announce call
Hang up receiver

If there is no answer or if line is busy:

Press the **Link** or **Flash** button again
You are reconnected to the first party

TO PLACE A CONFERENCE CALL (For all Nortel or Aastra phonesets or AT&T 710MW phonesets ONLY)

Lift the handset and dial the first party's phone number
When the first call has been connected press the **Link or Flash** button
Hear dial tone then enter the second party's phone number
When the second call has been connected press the **Link or Flash** button again
You and the two calling parties are connected

AUTOMATIC CALL BACK

For when you hear a busy signal after calling a 4-digit extension and want the system to call you back when the line is free:

Hear the busy signal then press the **Link or Flash** button
Upon hearing the dial tone dial *5
Hear confirmation tone (*see glossary*)
Hang up and your phone will ring when both lines are free

To cancel Automatic Call Back:

Lift handset and dial # 5
Hear confirmation tone (*see glossary*)

☞ **THERE ARE THREE TYPES OF CALL FORWARDING:**

CALL FORWARD VARIABLE

Will re-route all incoming calls to another 373 extension

To Program:

Lift handset and dial * 2
Hear second dial tone and enter the 4-digit extension to where you want your calls routed
Hear confirmation tone (*see glossary*) and hang up

To Deactivate:

Lift handset and dial # 2

CALL FORWARD DON'T ANSWER

Will re-route incoming calls to another 373 extension if you don't answer your phone after 3 rings:

To Program:

Lift handset and dial # 7 3

Hear second dial tone and enter the 4-digit extension to where you want your calls routed

Hear confirmation tone (*see glossary*) and hang up

To Activate:

Lift handset and dial * 3

Hear confirmation tone (*see glossary*) and hang up

To Deactivate:

Lift handset and dial # 3

Hear confirmation tone (*see glossary*) and hang up

CALL FORWARD BUSY

Will re-route incoming calls to another 373 extension when your line is busy

To Program:

Lift handset and dial # 7 6

Hear second dial tone and enter the 4-digit extension to where you want your calls routed

Hear confirmation tone (*see glossary*) and hang up

To Activate:

Lift handset and dial * 6

To Deactivate:

Lift handset and dial # 6

☞ To program any type of call forwarding to your voice mail box use 7500 as the extension to where you want your calls routed.

CALL PICK-UP

To answer another ringing phone within your predetermined call pick-up group:

Lift handset and dial * 7

You are connected to that call

DIRECTED CALL PICK-UP

To answer a specific ringing telephone in your area:

Lift handset and dial # 7 1

Hear second dial tone and enter the 4-digit extension of the ringing telephone

You are connected to that call

REDIAL (For all Nortel or Aastra phone sets and AT&T 710MW phonesets ONLY)

To call the last phone number dialed:

Lift up the handset and press the **Redial** button

CALL WAITING (This is an optional feature)

For all Nortel or Aastra phonesets and AT&T 710MW phonesets only

Upon hearing a beep while having a telephone conversation:

Press the **Link** or **Flash** button

Hear second dial tone then dial * 4

Your original call will be on hold and the second call will be on the line

To return to your original call:

Hang the phone up

Your phone will ring with the original caller on it

GLOSSARY

Second Dial Tone: Four beeps followed by dial tone (indicates that you can proceed with feature activation).

Confirmation Tone: Three beeps followed by silence (indicates that the feature has been successfully activated).

Reorder Tone: A rapid busy signal (indicates that you have either attempted a restricted feature or you have entered incorrect information).