

**NORTHEASTERN UNIVERSITY
6504 & 6508 ISDN TELEPHONE 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 unfamiliar terms please refer to the glossary at the end of this guide

PLACING CALLS TO:

Faculty and Staff on the Boston Campus:	Enter 4-digit extension
Residential Halls:	Enter 6 + 4-digit extension
Off Campus Phone Numbers:	Enter 9 + 1 + area code + 7 digits
International Phone Numbers	Enter 9 + 011 + country code + telephone number
Burlington Campus:	Enter 185, listen for second dial tone, enter 4-digit extension
Dedham Campus:	Enter 133, listen for second dial tone, enter 4-digit extension
Ashland Campus:	Enter 117, listen for second dial tone, enter 4-digit extension

☞ If necessary, remember to enter a 6-digit authorization code after dialing the telephone number

TO PLACE A TTY CALL

Follow the above "PLACING CALLS TO" instructions or call the Verizon Center for Individuals with Disabilities at: 9 + 1 - 800 - 974 - 6006 (V/TTY) for further assistance

TO ANSWER CALLS

Phone will ring with a slow flashing green light
Lift handset or press the **Speaker** button (**Speaker** for 6508 sets only), you are connected with the call

CALL HOLD

To place a party on hold press the **Hold/Pause** button

TO ANSWER A SECOND INCOMING CALL

After pressing the **Hold/Pause** button press the appropriate call appearance button with the slow flashing green light, you will be connected to the second incoming call

TO RETURN TO A CALL ON HOLD

Press the appropriate call appearance button with the fast flashing green light

TO END A CALL

Either hang up the receiver or press the **Drop/Test** button

TO USE THE SPEAKERPHONE (For 6508 sets only)

Press the **Speaker** button
Hear the dial tone and place a call
Press the **Speaker** button again to end call

*☞ The **Speaker** button on the 6504 sets is a one-way speaker feature used ONLY for dialing handsfree, not for placing speakerphone calls.*

TO PLACE AN INTERCOM CALL (ONLY IF PRE-PROGRAMMED ON PHONE SET)

Group Intercom Calls (for a Predetermined Group):

Lift handset and press the **ICM** button
Hear the dial tone then dial the appropriate 2-digit intercom number
You are connected to the party

Dedicated Intercom (Between two ISDN sets only):

Lift handset and press the **AUTO ICM** button
You are connected to the party

TO TRANSFER A CALL

Ask the party to hold then press the **Transfer/Clock** button
Hear dial tone then enter the 4-digit extension number
Optional: Announce call
Press **Transfer/Clock** button again and hang up receiver

If there is no answer or if line is busy:

Press the appropriate call appearance button with the fast flashing green light
You are reconnected to the first party

TO PLACE A CONFERENCE CALL

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

To drop the last party added to a conference call:

Press the **Drop/Test** button
You and the first party will remain 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:

For telephones with an ACBC button:

Hear the busy signal then press the **ACBC** button
Hang up and your phone will ring when both lines are free

For telephones without an ACBC button:

Hear the busy signal and quickly press and release the switchhook
Hear dial tone and 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 # 7 9
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:

Press CFV button (green light will come on)

To Deactivate:

Press CFV button (green light will go off)

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

INSPECT (For 6508T models only)

To display the phone number of a call on hold:

Press the **Inspect** button

Press the appropriate call appearance button

Display screen will show the phone number

Press the **Inspect** button again to cancel display

EXCLUSION RELEASE (For 6508T models only)

To allow another 6508T ISDN user to go on a shared call appearance that is in use:

Only for 6508 phones with a EXCL RL button:

Ask party to hold and press **EXCL RL** button

Press **Hold/Pause** button

Second 6508T ISDN user can then press the appropriate call appearance button on their phone set and begin talking

INITIATED PRIORITY CALLING (For ISDN sets that have a IPC button only)

To override the Call Forward Variable feature on a line you are calling:

Lift handset and press the **IPC** button

Hear second dial tone and dial 4-digit extension

To override the Call Forward Variable feature on a line you are transferring a call to:

Ask party to hold and press the **Transfer/Clock** button

Hear the second dial tone and press the **IPC** button

Dial the 4-digit extension and press the **Transfer/Clock** button again

Hang receiver up and call will be transferred

REDIAL

To call the last phone number dialed:

Lift up the handset and press the **Redial** button (this feature only works on the primary number, not on the call appearance numbers)

MUTE

To mute the sound coming from your end of a call:

Press the **Mute** button while on a call

To cancel press **Mute** button again

MEMORY DIALING

To program designated buttons to dial frequently called phone numbers:

To program Memory Dialing on 6508 ISDN sets

Press **Program** button

Enter the phone number to be stored (If programming an off-campus phone number dial 9 + the Hold/**Pause** button + 1 + area code + 7-digit phone number)

Press the **Shift** button

Press the appropriate button where phone number is to be stored

To use Memory Dialing on 6508 ISDN sets

Lift the handset and press the **Shift** button

Press the button where the phone number you want to call is stored

To view what phone number is stored in Memory Dialing for 6508 ISDN sets

Press the **Display** button

Press the **Shift** button

Press the button where you want to view the Memory Dialing

The programmed phone number will appear on the display screen

To erase a phone number stored in Memory Dialing on 6508 ISDN sets:

Press the **Program** button

Press the **Shift** button

Press the button where the stored phone number to be erased is

The programmed phone number will be erased

To program Memory Dialing on 6504 ISDN sets:

Press the **Program** button

Enter the phone number to be stored (If programming an off-campus phone number dial 9 + the Hold/**Pause** button + 1 + area code + 7-digit phone number)

Press the **Memory** button

Dial a number between 0 and 9 (the storage location)

Hear confirmation tone (see glossary) and hang up

To use Memory Dialing on 6504 ISDN sets:

Press the **Memory** button

Dial the appropriate number (0 thru 9) where phone number was saved

To erase Memory Dialing on 6504 ISDN sets:

Press **Program** button

Press the **Memory** button

Dial the appropriate number (0 thru 9) where phone number was saved

DATE AND TIME (FOR 6508 ISDN SETS ONLY)

To set the date and time:

Press the **Program** button

Press the Transfer/**Clock** button

Press * until the correct month appears on the display screen

Press # to save the correct month and to have the date appear

Press * until the correct date appears on the display screen

Press # to save the correct date and to have the year appear

Press * until the correct year appears on the display screen

Press # to save the correct year and to have the hour field appear

Press * until the correct hour appears on the display screen

Press # to save the correct hour and to have the minutes field appear

Press * until the correct minutes appear on the display screen

Press # twice to save the correct minutes and to exit this program

VOLUME

To lower or raise the volume of the ringing on your phone:

With the receiver hung-up on the cradle press the **s** button to raise to the desired volume or press the **t** button to lower to the desired volume

To lower or raise the volume on the handset or speakerphone:

While on a call press the **s** button to raise to the desired volume or press the **t** button to lower to the desired volume

RING PATTERN

To change the type of ringing:

- Press the **Program** button
- Press the Conference/**Ring** button
- Press the * button to hear the different types of rings
- Press # to save the desired ring

CONTRAST (6508 ISDN SETS ONLY)

To adjust the contrast on the display screen:

- Press the **Display** button
- Press the **s** button to darken the display or press the **t** button to lighten the display

LIGHTS

Red: Indicates which call appearance is delivering dial tone when the handset is lifted or when the **Speakerphone** button is pressed

Solid Green: Indicates when a call appearance or feature is in use

Slow Flashing Green: Indicates an incoming call

Medium Flashing Green: Indicates when a call is on hold at another set

Fast Flashing Green: Indicates when a call is on hold at your set

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).