

**NORTHEASTERN UNIVERSITY  
TELEPHONE 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 phone set PLEASE refer to the ISDN User Guide at this website.**

**TO PLACE A CALL ON HOLD (For all Nortel or Aastra phone sets or AT&T 710MW phone sets 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 phone sets or AT&T 710MW phone sets 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 phone sets or AT&T 710MW phone sets 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*)

**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 phone sets 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 phone sets and AT&T 710MW phone sets 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).