



**Judson University**  
Telecommunications User's Guide  
--For--  
NEAX2400 Systems (Elgin Main)  
NEAX2000 System (HAWAC)  
NEAX2000 (Rockford)  
And  
Voice Mail Operations

## Terms used in this Booklet

### Authorization Code:

This is a seven digit number given to you by the Long Distance provider which will allow you to make off-campus calls. All calls made with your authorization code will be billed to you.

### Special Tone:

This is the steady tone you will hear after you dial your long distance number which indicates it is time to enter your Authorization Code:

### Extension Number:

This is the on campus number assigned to you based on your room assignment. There may be several extension numbers assigned to the same room telephone.

Voice Mail: Each room extension number has a voice mail box assigned to it. If your extension number is busy or not answered your call will go to your voice mail box. At the beginning of each year you will be required to set up your voice mail box with a new greeting and password. The start up password is 54321.

### Broken Dial Tone:

This is the dial tone you hear when you pick up the telephone which is not steady. This broken dial tone tells you that you have Voice Mail.

FOR EMERGENCY DIAL  
9999

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**Notice:** For information regarding what type of telephone system your facility has, please contact your system administrator. 900 numbers cannot be dialed from any Judson University telephone system as per University policy.

## **Chapter I:**

### **A. Basic Dialing**

Making calls to stations within your location.

- a) Look up the number in the consolidated telephone directory.
- b) Lift the receiver and listen for dial tone.
- c) Dial the 4-digit extension number.

Making calls to a local non-toll telephone number.

- a) Look up the local telephone number.
- b) If directory assistance is required dial 91411, or 91(XXX)555-1212. When you receive the Authorization Tone enter your assigned Authorization Code.
- c) Dial 91 and the 10- digit local number (XXX)XXX-XXXX. Dial 91 (XXX)XXX-XXXX at the same time.

To make a Long Distance Call

- a) Look up the 10- digit number to be called.
- b) Lift the receiver and listen for the dial tone.
- c) Dial 91 and the 10- digit long distance number (XXX)XXX-XXXX. Dial 91(XXX)XXX-XXXX at the same time. When you receive the Authorization Tone enter your assigned Authorization Code.

Collect or Third Party Billed Calls

- a) Look up the 10-digit number to dialed.
- b) Lift the receiver and listen for dial tone.
- c) Dial 90 then the 10-digit number. When you receive the Authorization Tone enter your assigned Authorization Code.

Credit Card Calls

- a) Look up the 10-digit number to be dialed.
- b) Lift the receiver and listen for dial tone.
- c) Dial 90 then the 10-digit number.
- d) Upon receipt of the indicator enter your credit card number or wait for the operator to come on the line.

International Calls

- a) Look up the International number to be dialed.
- b) Lift the receiver and listen for dial tone.
- c) Dial 9011 and the international number. When you receive the Authorization Tone enter your assigned Authorization Code.

- 7.) Speed Calling
 

Pick up the phone and dial #7 plus the two digit speed index (01 thru 20).  
Dial the number to be saved including the preceeding 9. Wait for the system to confirm with the Speed Set tone.  
To use Speed Calling pick up the phone and dial #8 and the 2 digit index (01 thru 20).
  - 8.) Call Forwarding
    - a) Call forwarding all Calls
 

Call Forward All calls will transfer all incoming calls to the programmed number. Pick up the phone and dial \*2. You will receive broken tone. Dial the number you want your calls to go to. To send your calls to voice mail you would dial 7777 or to an Elgin number 91847-???-????.

**Note, you must forward your calls to a campus number or local number. If you forward to a long distance number the person calling you will receive the authorization number tone and be stopped.**

To cancel Call Forwarding, pickup the phone and dial #2. You will receive a confirmation tone.
    - b) Call Forward Busy and No Answer is programmed by the IT department and is always set up as Voice Mail.
- B. Call Transfer/Consultation/Conference
- This feature provides the ability to transfer a call, to establish a consultation, or establish a conference call.
- Note:** When using a Dterm one must press the Transfer or TRF button instead of the switch hook or flash key.
- 1.) Call Transfer - Depress the switch hook or press the flash key to receive the system tone. Dial the extension number you wish to transfer the call to. When the extension you have dialed answers, advise them you are transferring a call to them. Then verify the transfer has been completed by depressing the switch hook or flash key a second time and hanging up the receiver. **Example: Transferring to voice mail-** Depress the **switch hook or flash** key as above (Dterm users will press the **Transfer or TRF** key). Then dial the 7777 for the voice mail system. **If** the main greeting begins playing press 6553 . When reaching the message center you can enter in the **mailbox number** you would like them leave a message at and hang up. If the **conference** key is depressed after entering the mailbox number and hearing a tone from voice mail you may hang up and the calling party will be directly connected to the greeting of the mailbox owner.

- 2.) Consultation – When you have a party on the line and you wish to consult another station press the switch hook or the Transfer/TRF momentarily. After receiving system tone, dial the extension number you wish to consult. Upon completion press the hook flash or Transfer/TRF key again.
  
- 3.) Conference – Call one of the parties involved in the conference call. Depress the switch hook momentarily or Transfer/TRF to receive the system tone. Dial the extension or outside number you wish to establish a conference call with. When the dialed number answers depress the switch hook momentarily or the Conf/CNF key and a three way conference call will be established.

**Note:**

- a) **If during the transfer/conference process you receive a busy signal depress the switch hook or Transfer/TRF key momentarily to be returned to the original connection.**
- b) **If any one of the three conference parties wishes to hang up they may do so and the other two parties will remain connected.**
- c) **Only 3 people can be connected together on a conference call.**



Dterm Series E



Dterm Series III

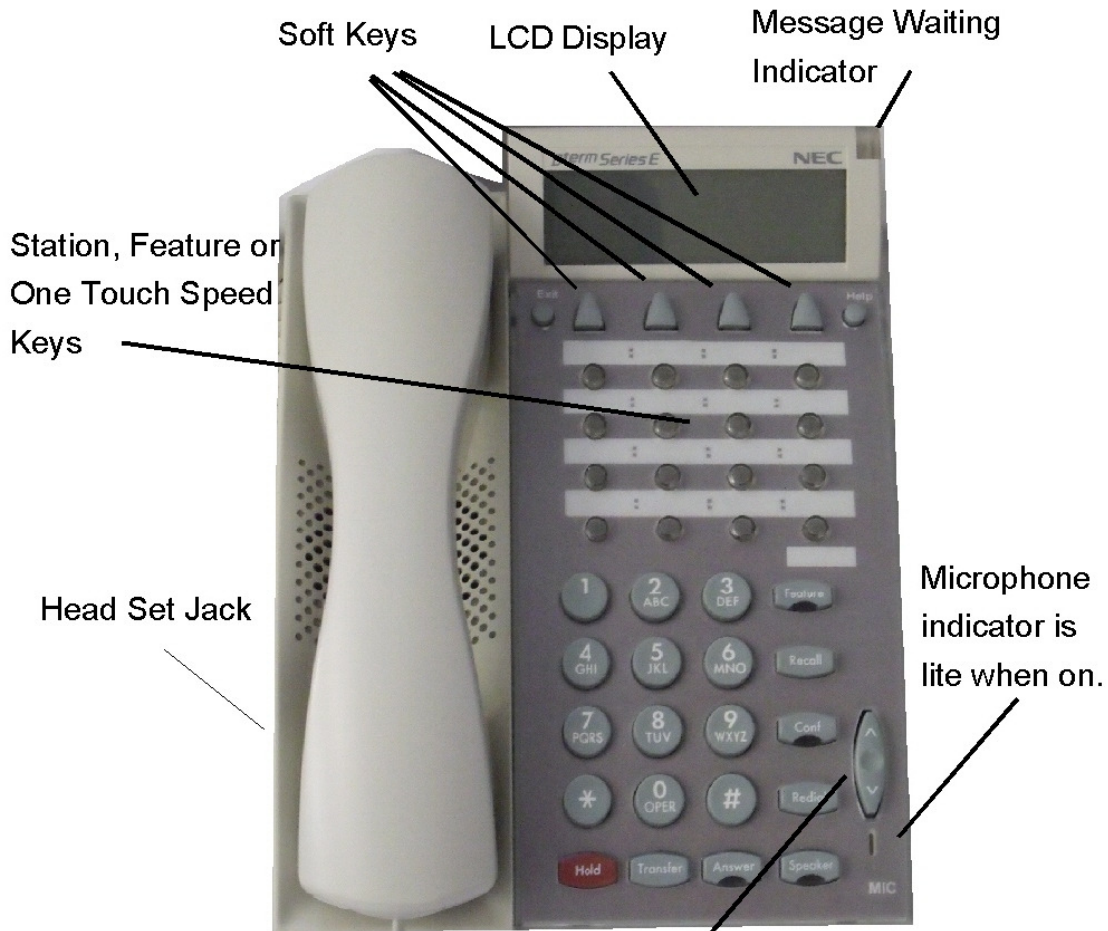
## **Chapter II: Dterm Operation for Series III, E phones**

### **Programmable feature keys/Line Keys**

1. To activate your line key, pick up the receiver or press the speaker button with the receiver on hook.
2. To activate another extension programmed on your phone press that line key and either pick up the receiver or press the speaker button. You should receive dial tone and that line should light up instead of your own line.
3. To activate a programmed feature on your phone see Chapter III Dterm SPECIAL FEATURES.

### Soft Keys (Series E only)

The 4 soft keys located below the display are use with the feature displayed directly above the key. Note when the feature is displayed solid the feature is available but not active. If the feature is blinking the feature is active. Note do not use the HSET feature unless you have a headset attached to the phone. If you activate the HSET feature without a headset attached the phone will lockup in about 30 seconds and service will be needed to get it unlocked.



The up/down key will control the:  
Display contrast when the phone is on hook.  
Hand set volume when using the hand set.  
Speaker phone volume when hands free is used.  
The ringer volume, set when the phone is ringing.

## **Hold**

To place a call on hold, press the hold button. The held line will blink.

To Retrieve: Lift the receiver or depress the speaker key and press the held line button.

Any station having this line appearance can retrieve the held call.

## **Transfer**

By depressing the Transfer/TRF button you will receive interrupted dial tone. The calling line is placed on hold.

Dial the number to which the call is to be transferred. Advise the called party you are transferring the call to them and then depress the Conference/CNF button. Stay on the line until the connection is completed before hanging up.

## **Conference**

To establish a conference call press the Transfer/TRF key. This will momentarily put the party associated with the original call on hold. Dial the third party's number. Once connected with the third party press the Conference/CNF key and begin the conference call. All three parties will be connected. **Note:** labeled CNF on Series II & III phones and Conf on Series E.

### Boss/Secretary Transfer:

A call comes in on the boss's line. The secretary answers it by depressing the boss' line button. The secretary should then depress the button a second time, which puts the caller on hold, and voice call is established. The secretary then announces the caller to the boss. If the call is accepted the secretary replaces the receiver. The boss lifts his/her receiver and depresses the line button to receive the call. If the call is refused the secretary can depress the boss's line to retrieve the call. Note: This feature will only operate between two Dterm type telephones.

## **Answer**

The answer button is used for call waiting but is not used in NEAX2000 and NEAX2400 systems.

## **Recall**

When depressed, the recall button will deliver an immediate dial tone terminating an established call.

## **Speaker**

With the receiver in the cradle, the speaker button will provide the ability to monitor the selected line. This may be used for dialing or monitoring while on hold. The speaker button when used with the microphone (MIC) activated provides hands free operation of the telephone.

## Microphone (MIC)

By depressing the FNC or Feature button and the 1 key or MIC soft key depending on the type of phone you have. Activating the microphone on the Dterm becomes a hands free speakerphone. With the microphone activated (confirmed by the MIC lamp) press the Speaker button to begin a call.

## Last Number Redial (for Dterm Series III and E phones)

The Redial button (LNR/SPD for Dterm Series III users) allows you to display and dial the last five numbers that have been dialed from that phone. By continually pressing the Redial button (LNR for Series III) you can see each of the last five numbers that have been dialed. Once the display shows the number you desire to dial simply press the \* button and the system will begin dialing that number.

**Note:** Those users with a NEAX 2000 system can press either the \* or # button to dial the desired number.

## Series E Dterms Feature key:

### For NEAX2400 systems:

Feature & 1 = Turns microphone on or off

Feature & 2 = Adjusts receiver volume

Feature & 3 = Selects ringer tone

Feature & 7 = Turns call indicator lamp on or off for incoming call notification (If turned off this lamp will still light to indicate a message waiting)

### For NEAX2000 systems ( Rockford & HAWAC):

Feature & 1 = Turns microphone on or off.

Feature & 3 = Selects ringer tone.

## Chapter III: Dterm Special Features

**Note: The following features are all special features that can be preprogrammed on Dterm telephones ONLY. Not all features are available on all systems or telephone instruments.**

### Save and Repeat

Dterm stations may save a dialed number for repeat at another time by depressing a programmed line key.

#### To activate:

After being connected to the desired number depress the **Save and Repeat button**.

This key will store the dialed number whether the call was answered or not. The lamp related to this button will remain lit until the button is depressed again to dial the number.

To use the saved number:

Upon receiving dial tone depress the Save and Repeat button (should be lit). The system will automatically dial the number for you. If you wish to retain the number for future use just depress the Save and Repeat key a second time.

### **Voice Call**

This permits a Dterm user to voice announce through the called Dterms speaker.

#### To activate:

Lift the receiver and dial the desired station number. Then depress the voice call key and announce through the called station speakerphone. If the called party has his/her Mic active a two-way conversation can be conducted. Note: This can only be conducted from one Dterm to another Dterm.

### **One-Touch Speed Dialing (OTS or 1-Tou)**

A designated preprogrammed OTS button on the Dterm can be used for speed dialing.

#### **To program your OTS:**

For NEAX2400 systems:

**Series III or E:** Depress the Feature/FNC button then press the OTS key you wish to have the stored number at. Dial the desired number. Depress the Feature/FNC key again. The display on the Dterm will confirm the SPD Set.

For NEAX2000 systems:

**Series E:** Depress the Conf/CNF button. Press the OTS key you wish to have the stored number at. Dial the desired number. Depress the Conf/CNF key again. The display on the Dterm will confirm your number with SET.

#### To activate OTS:

For both NEAX2400 & NEAX2000 systems:

Pick up the receiver or depress the speaker key. Press the OTS key of the number you wish to dial. The phone will begin dialing the programmed number.

### **Intercom**

**Note: Can only be used on Dterm phones. Manual and automatic intercom groups are limited to two people. In the NEAX2000 systems if the other user is on the phone when you try to intercom them you shall receive a busy signal.**

#### Manual Intercom:

Manual intercom allows a two-way conversation in which the calling party can chime through to the other intercom station. By pressing the pre-programmed button on your phone a chime will burst through to the other end in which that person shall pick up the receiver or press the speaker key to begin the conversation.

#### Automatic Intercom:

Automatic intercom allows a two-way conversation in which the calling party can chime through the other intercom station. By pressing the pre-programmed button on your phone a chime will burst through to the other end that can be followed with voice communication. This is typically used in a boss/secretary situation.

#### Dial Intercom:

Dial intercom allows a group of users to be able to ring another member in the group via the intercom. To use press the pre-programmed button on your phone and then dial the number of the user you wish to talk to. That phone will ring and the user should press their pre-programmed key and then answer the call. This feature can only be used with a limited number of users depending on the type system at your facility.

### **Chapter IV: Voice Mail Guide**

**Notice: Voice mail is set-up at system administrator's request only.**

**To access voice mail from your desk:** Dial the 7777 . If it is the first time you have used voice mail please read the **"Voice mail Set-Up"** section below. Enter your pass-code and begin using voice mail.

**To access voice mail from another phone on Campus:** dial 7777. If the phone you are using has voice mail, press the star (\*) button, then dial your mailbox number. When your greeting begins, press the star (\*) again. This will bring you to your mailbox and ask you for your pass-code. You may then begin using your mailbox.

**To access your voice mail from outside the campus using a touch-tone phone:** Dial the 847-628-2500. When the main greeting is heard dial 6553. You will then be asked for a voice mail box number. Enter your voice mail box number and press \* when your greeting begins. Provide you pass-code when requested. You now have full access to your Voice Mail box.

**Voice Mail Set-Up:** When entering your mailbox for the first time. Dial 7777 to access voice mail. Assuming that you are calling from your extension number you will then get a prompt saying “Hello mailbox # XXXX please enter Page 14 your pass-code.” All temporary pass-codes are 54321. Voice Memo’s Tutorial will then “talk you through” setting up your mailbox and give you your first voice mail session. In this session you will set a personal pass-code, give your mailbox a personal name, and set-up a greeting that your callers will hear. **Please go completely through the voice mail set-up or else you may be locked out of your mailbox the next time you try to access it.**

If after you setup your voice mail box you wish to change something just get into you voice mail box and press U (8) for user options. You can then change all of your setup options.

### **Chapter V: Voice Mailbox Options for Standard Users**

#### **Initial Options:**

M (6) – to make a message  
 P (7) – to play a message  
 U (8) – for user options  
 X (9) – to exit system

#### **To make message:**

A (2) – Append to message  
 D (3) – discard and re-record  
 R (7) – review your message  
 M (6) – message addressing option  
 X (9) – send and exit to main menu

#### **After Playing your Messages:**

K (5) – to keep  
 D (3) – to discard  
 A (2) – to answer  
 G (4) – to give to another user  
 X (9) – send message & exit

#### **Message Addressing Options:**

F (3) – future delivery  
 R (7) return receipt  
 C (2) – confidential  
 U (8) – urgent  
 X (9)–exit to make a message menu

#### **User Options:**

G (4) – greeting  
 N (6) – name  
 P (7) – pass code  
 L (5) – make distribution list  
 T (8) – tutorial  
 C (2) – call schedule options  
 X (9) – exit to main menu

#### **Silent Prompts:**

\* - moves backward 5 seconds  
 # - move forward 5 seconds  
 1 – pauses for 30 seconds  
 \* - removes pause  
 8\* - skips backward 1 message  
 8# - skips forward 1 message  
 8 – moves to top of message without changing status

#### **To make message:**

Enter the mail box of recipient  
 Record your message  
 # when finished with message

In order for your phone to go to voice mail you must CFB & CFN your phone to the lead number of voice mail if it is not already set to go there.