NEW JERSEY CITY UNIVERSITY

General Telephone Instructions

Department of Information Technology
Rossey Hall, Room 049; Extension 3350
http://www.njcu.edu/dept/it

Contacting the University Security Office

EMERGENCIES
Contact the Public Safety Department: Dial '55'

NON-EMERGENCIES
Contact the Public Safety Department: 3128 or 3129

Requesting Facilities Maintenance

EMERGENCIES
- From 8:00 a.m. to 5:00 p.m., call 3191.
- After 5:00 p.m. call the security desk, ext. 3128.

NON-EMERGENCIES
Non-emergency maintenance requests should be made using one of the following methods:

- Completing the online maintenance request form at
  http://www.njcu.edu/dept/dfcm/services/index.html

- An Email from the department head to fcmservice@njcu.edu

- In writing, signed by the department head, and faxed to ext. 2328.

- In writing, signed by the department head and addressed to:

  Facilities Department
  251 West Side Avenue

Telephone Dialing Instructions

ON-CAMPUS CALLS	OFF-CAMPUS CALLS (LONG DISTANCE)
1. Listen for dial tone 2. Press four digit number	1. Listen for dial tone 2. Press '9' 3. Listen for second dial tone 4. Press '1' Enter ten digit number 5. Listen for automated prompt for your personal authorization code 6. Enter your authorization code 7. Press '#' (optional)
OFF-CAMPUS CALLS (LOCAL)	
1. Listen for dial tone 2. Press '9' 3. Listen for second dial tone 4. Enter seven digit number	

PHONE PROBLEMS
Refer all difficulties with the telephone service to the University Help Desk at extension 4357
(HELP), or send mailto:helpdesk@njcu.edu.

Standard Analog Telephone Set Options and Instructions

A standard analog desk telephone set can be used to perform the following functions:

CALL TRANSFER
You may transfer a call to another telephone extension within the campus without the assistance of
the operator:

- o Press the flash button once
- o Listen for recall dial tone
- o Dial third party. When party answers, announce call.
  (The first party is excluded from the call)
- o Hang up. When you hang up, the other two parties will be connected.

CALL HOLD

- o Press flash button once
- o Listen for recall dial tone
- o Press # - call is on hold

To return to a held call, hang up. The telephone will ring. When you answer you are connected
to the original call.

CALL PICK-UP

To answer another ringing telephone in your pickup group:

- o Lift receiver, listen for dial tone
- o Press *, begin conversation

CALL FORWARDING

- o Listen for dial tone
- o Press '#2', listen for dial tone
- o Press number to which you wish your calls forwarded
- o Hang up

TO CANCEL CALL FORWARDING

- o Listen for dial tone
- o Press '#3'
- o Hang up

CONFERENCE CALL
You may bring in up to six participants (3 internal and 3 external) into a conference call:

- o After reaching the first person, press the flash button once

- o Listen for recall dial tone
- o Dial next person.
- o When that person answers, press the flash button to add them to the call.
- o Repeat the above for each person to added to the call.

Campus Directories

The University provides several directory listings through a web page maintained by the Department of Information at http://www.njcu.edu/dept/it/njcu_directory/directory.html.

The following information is available on the Directories page:

- o **Personnel Directory**
  Searchable by First name, Last name, or Department, this directory returns the full name, telephone extension, office location, and email address of all faculty and staff.

  All that is necessary to initiate a search is to select the type of search (the search term) and enter the first three or four characters of the term you are looking up. All terms that *begin* with those charaters will be listed. For example, searching for a Last name using "Pat" will return Patel, Patrick, Patton, etc. This is useful if the exact spelling is unknown.

  All corrections to this database should be sent to HR@njcu.edu for processing.

- o **Department/Office Directory**
  A complete HTML listing of University departments, programs and associations. The listing includes location, a link to the department website (if available), department main extension, and an email address (if available). The email address listed here may be a generic account (e.g. admissions@njcu.edu) or the account of a staff member designated to answer questions for that department.

  Use the Alphabet Index at the top of the page to quickly navigate to departments beginning with that character. Another method to find the desired department quickly is to use the browser's "Find in page" feature. For Microsoft Internet Explorer and Mozilla Firefox, use Ctrl-F.

  All corrections to this listing should be sent to it@njcu.edu for processing.

- o **Campus Map and Directions**
  A detailed map of the main campus and travel directions are linked from this page.

- o **National Phone Directories**
  Links to the following national telephone directories: Yahoo People, Yahoo Yellow Pages, Switchboard, and AT&T AnyWho.

- o **Support Documentation and Hard Copies**
  The following documents are available:

- **FACULTY/STAFF DIRECTORY**
  An extract of the online Personnel Directory in PDF format, suitable for duplex printing (approximately 30 pages). *This document is updated quarerly.* For the most up to date information, please use the electronic directory.

- **DEPARTMENT/OFFICE DIRECTORY**
  A PDF version of the HTML page, suitable for duplex printing (approximately 4 pages). This document is reprinted to PDF whenever the HTML version is updated.

- **GENERAL TELEPHONE INFORMATION**
  This document. Includes abbreviated instructions for using the University telephone system.

- **VOICE MAIL INSTRUCTIONS**
  This is the voice messaging user's guide for Meridian Mail, the University's Voice Mail system, transcribed and edited for printing. A link to a PDF of the original instruction booklet is also provided.

Student and Faculty/Staff Home Directories

Due to state and national legislation regarding the publication of confidential information, a student directory and faculty/staff home directory are *not* available.