

**TELEPHONE SYSTEM USER GUIDE  
BURLINGTON CAMPUS  
781-238-8400**

**To call NU/Boston  
Public Safety from Burlington**

**Emergency:** Dial 101+ 3333  
Dial 9-1-617-373-3333

**Local:**  
**FIRE** Dial 9 + 911  
**POLICE** Dial 9 + 911

**NU/Boston Public  
Safety Non-Emergency  
from Burlington:** Dial 101+ 2121 or  
Dial 1-617-373-2121

**Placing calls within the  
Burlington campus:** Dial the 4 digit extension  
**Local calls:** Dial 9+seven digits  
**Long distance:** Dial 101+9+area code+7 digits  
**International:** Dial 101+9+011+country code +  
City code+#

**Remember to dial an authorization code if required**

**To Boston Campus:** Dial 101+4 digit extension #  
**Ashland Campus** Dial 101 +117+extension #  
**Dedham Campus** Dial 101+133+ extension#  
**International:** Dial 101+9+011+country code +  
city code+#

**TO PLACE A CALL ON HOLD (For all Nortel or Aastra phone sets)**

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)**

Press the green **Hands free** button

Hear the dial tone and place call

Press the **Hands free** button again to end call

**TO TRANSFER A CALL (For all Nortel or Aastra phone sets)**

Ask the party to hold then press the **Link** key

Hear dial tone then dial the 4-digit extension number you want to transfer call to

Or to transfer to Boston press **Link** dial 101+4 digit extension number

*Optional:* Announce call

Hang up receiver

**If there is no answer or if line is busy:**

Press the **Link** button again

You are reconnected to the first party

**TO PLACE A CONFERENCE CALL (For all Nortel or Aastra phone sets)**

Lift the handset and dial the first party's phone number

When the first call has been connected press the **Link** button

Hear dial tone then enter the second party's phone number

When the second call has been connected press the **Link** button again

You and the two calling parties are connected

**CALL FORWARD VARIABLE**

**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 and hang up

**To Deactivate:**

Lift handset and dial #2

Hear confirming tone and hang up

**CALL FORWARD DON'T ANSWER**

**Will re-route incoming calls to another extension after 3 rings:**

**To Program:**

Lift handset and dial #73

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

Hear confirmation tone and hang up

**To Activate:**

Lift handset and dial \*3

**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 extension when your line is busy**

**To Program:**

Lift handset and dial #76

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

Hear confirmation tone 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 8455 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

**REDIAL (For all Nortel or Aastra phone sets)**

**To call the last phone number dialed:**

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

**VOICE MAIL ACCESS NUMBER 781-238-8455**