

**TELEPHONE SYSTEM USER GUIDE
DEDHAM CAMPUS**

To call NU Public Safety:

Emergency

From Dedham: **Dial 2+ 3333 or
Dial 9-1-617-373-3333**

Non-Emergency

From Dedham: **Dial 2+ 2121 of
Dial 1-617-373-2121**

Placing calls within the Dedham campus:

Dial the 4 digit extension
Local calls: **Dial 9+seven digits**
Long distance: **Dial 2+9+area code+7 digits**
To Boston Campus: **Dial 2+4digit extension #**
From Boston **Dial 133+4digit extension**
Burlington: **Dial 2+185+4 digit extension**
International: **Dial 2+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 **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)

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 2+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

TYPES OF CALL FORWARDING:

CALL FORWARD VARIABLE

Will re-route all incoming calls to another 373 extension

To Program:

Lift handset and dial 72

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 73

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 62

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 63

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 60

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 60

To Deactivate:

Lift handset and dial 61

To program any type of call forwarding to your voice mail box use 8008 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 74

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 781-320-8008