Public Safety from Burlington
Emergency: Dial 9-1-617-373-3333
Non-Emergency 9-1-617-373-2121
Local:
FIRE Dial 9 + 911
POLICE Dial 9 + 911

Placing calls within the
Burlington campus: Dial the 4 digit extension

Local calls: Dial 9 + seven digits
Long distance: 9 + area code + 7 digits
International: 9 + 011 + country code + city code + #

Remember to dial an authorization code if required

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 phone 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
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