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+4 digit extension #
From Boston  Dial  133+4 digit extension
International:  Dial  2+9+01+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 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

CALL FORWARD VARIABLE
Will re-route all incoming calls to another 320 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 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