Telephone & Voice Mail User Guide - Boston campus

PUBLIC SAFETY

Emergency Number - Police/Fire/Medical
On campus: Dial 3333
From off campus: Dial 617.373.3333

Main Non-Emergency Number
On campus: Dial 2121
From off campus: Dial 1.617.373.2121

DIALING INSTRUCTIONS

On campus: Dial the 4-digit extension
Boston to Dedham: Dial 133 + 4-digit extension
Local: Dial 9 + the 7-digit number
Long distance: Dial 9 + area code + the 7-digit number
International: Dial 9 + 011 + country code + city code + #

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

TELEPHONE USER GUIDE

This guide is intended for all Nortel and Aastra phone sets, unless otherwise noted. If you have an ISDN multi-button phone set, please refer to the ISDN User Guide on the ITS website. For any unfamiliar terms please refer to the glossary at the end of the guide.

Place a call on hold
Place a caller on hold by pressing the Hold button. Retrieve a call from hold by pressing the Hold button again.

Use speakerphone
For M9316 Nortel or Aastra speakerphone sets only
Press the green Handsfree button. Listen for the dial tone, then place your call. End the call by pressing the Handsfree button a second time.

Transfer a call
Ask the caller to hold, then press the Link or Flash button. Listen for dial tone, then dial the four-digit extension number you want to transfer call to. (Optional: Announce call.) Hang up receiver.

If there is no answer or if the line is busy: Press the Link or Flash button again. You are now reconnected to the first party.

Redial
Call the last phone number dialed by lifting up the handset and press the Redial button.

Call waiting - optional feature

Upon hearing a beep while having a telephone conversation: Press the Link or Flash button. Once you hear second dial tone, then dial *. Your original call will be on hold and the second call will be on the line.

To return to your original call: Hang the phone up. Your phone will ring with the original caller on it.

Place a conference call
Lift the handset and dial the first party's phone number. When the first call has been connected, press the Link or Flash button. Once you hear dial tone, then enter the second party's phone number. When the second call has been connected press the Link or Flash button again. You and the two calling parties are connected.

Automatic call back

If you hear a busy signal after calling a 4-digit extension, you can program the system to call you back when the line is free. Hear the busy signal then press the Link or Flash button. Upon hearing the dial tone, dial *. Listen for the confirmation tone (see glossary). Hang up and your phone will ring when both lines are free.

To Cancel: Lift handset and dial #5. Hear confirmation tone (see glossary).

See the next page for Voice Mail information →
**VOICE MAIL USER GUIDE**

**Accessing the voice mail system**

On campus: Dial 7500

From off campus: Dial 1.617.373.7500. When the system answers, press #. Follow the prompts to access your voice mailbox.

**GET STARTED**

A voice mailbox and its associated features is not included by default with a Northeastern phone number (617.373.XXXX). If you need to set up a voice mailbox, please follow the directions below.

**Taking over an existing voice mailbox?** Please refer to the Password Resets section of this guide.

**SET UP YOUR VOICE MAILBOX**

**Request a voice mailbox**

To get a new voice mailbox added to a 617.373.XXX phone number, please submit a service request:

- **Online** - Visit myHelp (http://northeastern.service-now.com/). Select the Service Catalog link in the upper left-hand corner and within Telephone Services section, choose Voice Mail Requests from the available options.

- **By phone** - Call the ITS Service Desk at 617.373.4357 (xHELP). From the main menu select option #3 (Faculty and Staff). From the second menu, choose option #4 (Telephone Services). Telephone Services will then set up a new voice mailbox for your 373 extension. After this point then you will be able to initialize your new voice mailbox.

**Initialize your voice mailbox**

Access the voice mail system (see instructions in the call-out box above). Once in the voice mail system, enter your temporary password (the last four digits of your telephone number), followed by the pound (#) key. For example, if your phone number is 617.373.1234, enter 1234#. Follow the prompts to set up your new voice mailbox. Select personal options from the main menu (3) and follow the prompts to record a new greeting, record your name and to create a new four- to ten-digit confidential password. The Voice Mail System Menu - Boston campus PDF is available on the ITS website for your reference.

**Program your voice mailbox using call forwarding**

After you have completed initializing your voice mailbox, you will then need to program call forwarding for your 373 extension. **If you do not program call forwarding on your extension, callers WILL NOT be able to leave you voice mail messages.** There are three types of call forwarding; call forward don’t answer (CFDA), call forward busy (CFB) and call forward variable (CFV).

- CFDA will forward calls to your voice mailbox after your phone rings 3½ to 4 times.
- CFB will forward calls to your voice mailbox if you are on your phone
- CFV will forward ALL calls immediately to your voice mailbox.

Please refer to the Call Forwarding section of this guide for additional details.

**IMPORTANT:** To forward calls to your voice mailbox enter 7500 as the 4-digit extension where you want your calls routed. Please see the Call Forwarding section for detailed instructions.

See the next page for Call Forwarding information