PUBLIC SAFETY

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<th>Emergency Number - Police/Fire/Medical</th>
<th>DIALING INSTRUCTIONS</th>
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<td>On campus: Dial the 4-digit extension</td>
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<td>From off campus: Dial 617.373.3333</td>
<td>Boston to Dedham: Dial 133 + 4-digit extension</td>
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Main Non-Emergency Number

| On campus: Dial 2121                   | locals: Dial 9 + the 7-digit number |
| From off campus: Dial 1.617.373.2121  | 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 "4. 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 "5. 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 Call Forwarding information ->
Telephone & Voice Mail User Guide - Boston campus

CALL FORWARDING
On the Boston campus, there are three different types of call forwarding: call forward - Variable, call forward - Don’t Answer and call forward - Busy. Routing calls to your voice mailbox is set up through call forwarding to extension 7500, using any of the call forwarding options below.

Call forward - Don’t answer (CFDA)
Re-routes incoming calls to another 373 extension if you don’t answer your phone after three rings.
To Program:
• Lift handset and dial #73.
• Listen for the second dial tone and enter the four-digit extension to where you want your calls routed. Want calls to go to your voice mailbox? Use 7500 as the four-digit extension.
• Listen for the confirmation tone (see glossary) and hang up.
To Activate: Lift handset and dial *3. Hear confirmation tone (see glossary) and hang up.
To Deactivate: Lift handset and dial #3. Hear confirmation tone (see glossary) and hang up.

Call forward - Busy (CFB)
Re-routes incoming calls to another 373 extension when your line is busy
To Program:
• Lift handset and dial #76.
• Hear second dial tone and enter the four-digit extension to where you want your calls routed. Want calls to go to your voice mailbox? Use 7500 as the four-digit extension.
• Listen for the confirmation tone (see glossary) and hang up.
To Activate: Lift handset and dial *6.
To Deactivate: Lift handset and dial # 6.

Call forward - Variable (CFV)
Re-routes all incoming calls to another 373 extension
To Program:
• Lift handset and dial *2.
• Listen for the second dial tone and enter the four-digit extension to where you want your calls routed. Want calls to go to your voice mailbox? Use 7500 as the four-digit extension.
• Listen for the confirmation tone (see glossary) and hang up.
To Deactivate: Lift handset and dial #2.

Call pick-up
To answer another ringing phone within your predetermined call pick-up group:
• Lift handset and dial *7. You are connected to the call.

Directed call pick-up
To answer a specific ringing telephone in your area:
• Lift handset and dial # 71.
• Listen for the second dial tone and enter the four-digit extension of the ringing telephone. You are connected to the call.

GLOSSARY
Second Dial Tone: Four beeps followed by dial tone (indicates that you can proceed with feature activation).
Confirmation Tone: Three beeps followed by silence (indicates that the feature has been successfully activated).
Reorder Tone: A rapid busy signal (indicates that you have either attempted a restricted feature or you have entered incorrect information).
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.