Telephone Instructions

Emergency Telephone Procedures

**ALL EMERGENCY SITUATIONS AND CALLS SHOULD
IMMEDIATELY BE REFERRED TO PUBLIC SAFETY AT ext. 5555.**

Here is what you should do if the call is critical and cannot be transferred to Public Safety:

<u>DO</u>
Remain calm and respectful
Ask who, what, where, when and why
Write everything down

<u>DON'T</u>
Lose your temper or become hostile
Put them on hold if at all possible

Accident or Injury
In the event of an accident or injury:
1. Call 5555 and give essential information:
   - Your Name and phone number
   - Location -- building and room number, or other specific location
   - Nature/Type of emergency and victim's condition
   - Status of the emergency (in progress or ended)
   - Any immediate threats to life
   - Any danger to emergency responders
   - Need for medical or other assistance
   - Other information that would aid the emergency response
2. Notify your supervisor.

Fire
If you detect a fire or smoke condition:
1. Notify everyone in the immediate area
2. Activate the building's fire alarm system
3. Notify Public Safety
4. If there is smoke or heat - stay low
5. Before opening any door, feel it to see if it is hot
6. If the door is hot, do not open, use an alternate exit
7. If the door is not hot, open cautiously
8. Do not use elevators during evacuation, use stairways

Bomb or Terrorist Threat
In the event of a bomb threat:
1. Keep the caller on the line as long as possible. Ask the caller to repeat the message. If possible, write every word down that is spoken by the person making the call.
2. Record the date and time of the call.
3. If the caller does not indicate the location of the bomb or the time of possible detonation, ask the caller to provide this information. Ask the exact location of the bomb (building, floor, room, etc).
   - Ask what kind of bomb, timing device, etc.
   - Inform the caller that the building is occupied and the detonation of a bomb would result in death or serious injury to many innocent people.
   - Pay particular attention for any strange or peculiar background noises, such as motor running, background music (and the type of music), and any other noises which might give even a remote clue as to the place from which the call is being made .
   - Listen closely to the voice (male-female), voice quality, accents and speech impediments.
4. Contact Public Safety IMMEDIATELY at 5555.
5. Notify your supervisor.
6. Evacuate the building.

Other Important Calls That Cannot Be Re-directed
For example, an employee calls to say they are in the hospital or some other possible emergency
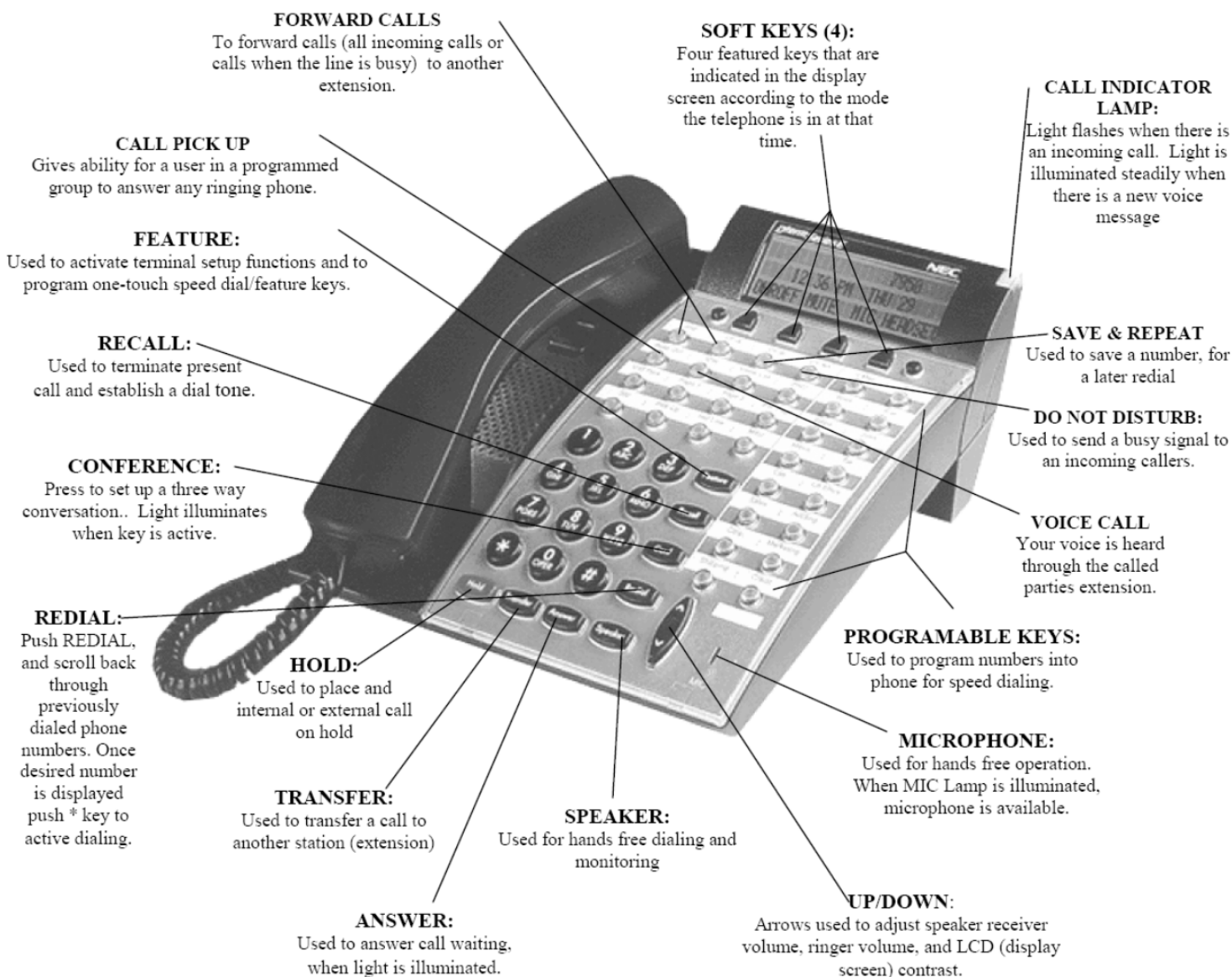1. Get as much information as possible and contact Public Safety with:
   - Their Name
   - Location
   - Telephone Number
   - Nature of Situation
   - Who to contact at Babson College
   - Relatives to contact

Media Requests Related to Emergencies (Television, Radio, Newspaper or other types of reporter)
   - Contact the Director, Public Relations at ext. 4549 or Associate Director, Public Relations at ext. 4621

Telephone Features

NEC Dterm Series E Telephone

FORWARD CALLS
To forward calls (all incoming calls or calls when the line is busy) to another extension.

SOFT KEYS (4):
Four featured keys that are indicated in the display screen according to the mode the telephone is in at that time.

CALL INDICATOR LAMP:
Light flashes when there is an incoming call. Light is illuminated steadily when there is a new voice message

CALL PICK UP
Gives ability for a user in a programmed group to answer any ringing phone.

FEATURE:
Used to activate terminal setup functions and to program one-touch speed dial/feature keys.

RECALL:
Used to terminate present call and establish a dial tone.

SAVE & REPEAT
Used to save a number, for a later redial

DO NOT DISTURB:
Used to send a busy signal to an incoming callers.

CONFERENCE:
Press to set up a three way conversation.. Light illuminates when key is active.

VOICE CALL
Your voice is heard through the called parties extension.

REDIAL:
Push REDIAL, and scroll back through previously dialed phone numbers. Once desired number is displayed push * key to active dialing.

HOLD:
Used to place and internal or external call on hold

PROGRAMABLE KEYS:
Used to program numbers into phone for speed dialing.

MICROPHONE:
Used for hands free operation. When MIC Lamp is illuminated, microphone is available.

TRANSFER:
Used to transfer a call to another station (extension)

SPEAKER:
Used for hands free dialing and monitoring

ANSWER:
Used to answer call waiting, when light is illuminated.

UP/DOWN:
Arrows used to adjust speaker receiver volume, ringer volume, and LCD (display screen) contrast.

Telephone User Guide

Internal Call
Dial the 4 digit extension number or dial 0 and say the name of the Babson person you would like to call. If calling a Babson extension from off campus, dial 1-(781)-239-XXXX.

Outside Call
Dial **8** to get an outside line. Be sure to include country and area codes as well; e.g. 1-(781).

Forwarding Busy, Unanswered or All Calls
- **To set:** Lift handset or press speaker. Press FWD B/NA (busy/not available) or FWD ALL. Dial desired number (using proper internal/external call process). Hear set tone. Hang up. See Using Your Voicemail, pg 6.
- **To cancel:** Lift handset or press speaker. Press FWD B/NA or FWD ALL. Hang up.
- **Call Pick Up** Users in a programmed group may answer any ringing phone within the group. Press PICK button, call is answered. Contact IT, ext. 4357, for more information.

Holding Calls
- While on the call, press the HOLD button; line will flash.
- You may return handset to cradle, if desired
- To retrieve call, press the flashing line button, then pickup handset.
- For an exclusive hold, press the HOLD button twice. Call can only be retrieved from originating station.

Transferring Calls
- Press TRANSFER button.
- Dial appropriate extension number, announce transfer and hang up or if no announcement is necessary, just hang up.

Conference Calls
- With one call in progress, press TRANSFER button.
- Dial second party and announce conference (using proper internal/external call process)
- Press CONF button.

Redial
- Press REDIAL button. Last number dialed will be displayed. Continue to press REDIAL until the desired number is displayed. Last five are stored.
- Press *, the number will be redialed.

Feature Key
Press the FEATURE key then the following numbers to access the desired function.
1 Microphone on/off
2 Adjusts handset receiver volume
3 Select ringer tone
4 Adjusts transmission volume
5 Turns call indicator lamp on/off

Do not Disturb – Phone Will Not Ring
With handset in the cradle
- **To set:** Press DND button
- **To Cancel:** Press DND button

Save & Repeat
- To save number for redialing, press S & R button before hanging up.
- To redial saved number, press lit S & R button.

Voice Call
- Dial the desired extension.
- Press VOICE button.
- Hear tone and speak.
- Without the called party picking up, your voice is heard through his or her speaker

Speed Dial Setup

To Program Speed Dial Keys:
1. Keep the phone in the cradle (don't pick it up)
2. Press **Feature** Key
3. Select **Speed Dial** Key
4. Enter number to be stored (if storing a non-Babson number, enter 9-1 then area code and number)
5. Press **Feature** Key

Exit

FWD B/NA : FWD ALL : S & R   : DND

:

PICK   : VOICE   :   :

:

:   :   :

:

Prime

4984   :   :   :

:

:

:

:

:

1	2	3
4	5	6
7	8	9
*	0	#

Feature

Recall

Conf

Redial

Hold	Transfer	Answer	Speaker

MIC

Using Your Voicemail

Initializing: Before you start using your voicemail, you will need to initialize your voicemail box. Follow these steps:

1. Dial in to the voicemail system at x5930
2. Enter the initial "personal security code" (1234)
3. Record your name. After you review the recorded name, press 2 to keep the recording, 1 to re-record it.
4. Spell your name using the keypad. Press 1 to re-do your entry, 2 to keep it.
5. Choose to have your name appear in the outside directory. Pressing 1 will include your name.
6. Record your standard greeting. After you review the greeting, press 1 to re-record it, or 2 to keep it.
7. Select a new security code. The code should be 3-10 digits.
8. Confirm your setup. Press 1 to confirm that you wish to keep the setup you just completed. If you wish to re-do the setup, press 2 and you will restart the process.
9. Start using your new voicemail! You will be given the option to enter your mailbox.

For prompts to reset any of these options after you complete the initialization, login to your voicemail and press 3 to get the Main Menu.

Accessing:
- From your personal campus telephone: Dial 5930.
- From another campus telephone: Dial 5930. When prompted, enter #9 followed by your 4 digit extension.
- From a shared campus telephone: Dial 5930. When prompted, enter #9 followed by your 4 digit extension.
- From off-campus: Dial 1-(781)-239-5930. When prompted, enter #9 followed by your 4 digit extension.

Voicemail Shortcuts

There are shortcuts for handling messages while you are listening to them. When you are listening to a message you can do the following things by pressing the key combination shown below.
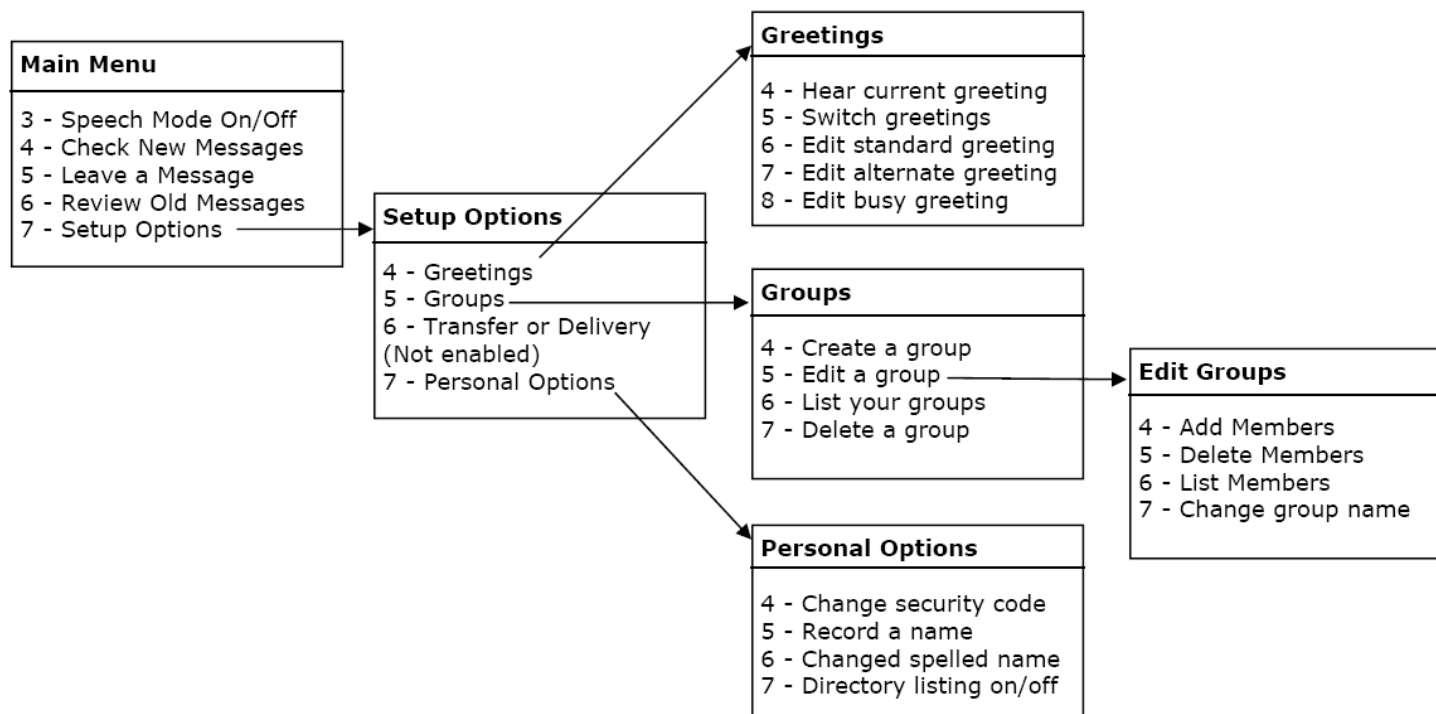
Reply	3	4
Save as New	*	
Save in Archive	3	7
Skip	3	5
Delete	3	6
Forward	3	9

Your keypad lets you control how you listen to your messages. Think of your keypad as the controls of a DVD player. Simply press the keys to adjust speed, fast forward/rewind, and even repeat the whole message. The chart below shows you the layout of the keys.

1 Yes	2 No	3 Menu
4 Slower	5 Volume	6 Faster
7 Rewind	8 Pause	9 Fast Forward
* Save as New	0	# Repeat

Voicemail Map

If you are having trouble locating a feature in your voice mailbox setup,
you can refer to the following map below to help find your way.

Greetings

4 - Hear current greeting
5 - Switch greetings
6 - Edit standard greeting
7 - Edit alternate greeting
8 - Edit busy greeting

Main Menu

3 - Speech Mode On/Off
4 - Check New Messages
5 - Leave a Message
6 - Review Old Messages
7 - Setup Options

Setup Options

4 - Greetings
5 - Groups
6 - Transfer or Delivery
(Not enabled)
7 - Personal Options

Groups

4 - Create a group
5 - Edit a group
6 - List your groups
7 - Delete a group

Edit Groups

4 - Add Members
5 - Delete Members
6 - List Members
7 - Change group name

Personal Options

4 - Change security code
5 - Record a name
6 - Changed spelled name
7 - Directory listing on/off

Too hard to navigate?
There are shortcuts available for some of the more common features.
To use them, log in to your voice mailbox and press the key combination shown below.

Check New Messages	4			Hear Current Greeting	7	4	4
Review Old Messages	6			Switch Greetings	7	4	5
To Complete a Recording	*			Change Security Code	7	7	4