

**MCC
SYSTEM-
WIDE
TELEPHONE
FEATURES**

Non-life Threatening Emergency Calls:

Dial 22

Note: PLEASE use this for non-life threatening emergency calls only. (Call goes through the switchboard for Security.)

Life Threatening Emergency Calls:

Dial 911

Note: PLEASE use this for life threatening emergency calls only. (Call goes directly to the police/fire departments as well as the switchboard and security being simultaneously notified that an emergency came from your phone.)

911 can be dialed directly from any telephone.

Accidental 911 calls:

It is easy to accidentally dial 911 from your phone due to pressing 9 for an outside line then 1 before the area code. Should this happen, PLEASE stay on the line and announce that it was by mistake—they will not mind. Otherwise, they WILL call back immediately. If they don't get through to you, the police will be sent immediately.

Call Forwarding:

You may forward your calls to another extension or an external line from any phone.

- **From a digital phone (any desk phone such as a Mitel 4015 or Mitel 4025)**
 - *Press *6 followed by the number you will forward to, then hang up.* For example, dial *6 8789 to forward

your calls to Ext. 8789 or dial *6 918154551234 to forward your calls to an outside line. (*Your voicemail messages do not forward to the forwarding number.*) On digital phones, your extension key will remain lit as a visual notification that your extension is forwarded. Optionally, you can call the Help Desk and choose 2 for phone support and request a key be programmed on your phone for forwarding. This becomes a toggle button that also lights up when forwarded. ***To cancel forwarding, dial #6 and hang up.***

- **From an analog phone (any hall, classroom, or cordless phone)**
 - ***Press *6 followed by the number you will forward to, then hang up.*** For example, dial *6 8789 to forward your calls to Ext. 8789 or dial *6 918154551234 to forward your calls to an external line. (*Your voicemail messages do not forward to the forwarding number.*) Be careful when forwarding an analog phone as there is no visual indication that the phone is forwarded. ***To cancel forwarding, dial #6 and hang up.***

Pick-up Group:

If a pick-up group is established in your department, you can pick up any ringing phone in the group by picking up your handset and dialing **3 to pick-up that call.

Directed Call Pickup:

You can pick up a ringing extension that is not in a group by lifting the handset and dialing *3 plus the four-digit extension number.

Personal Calls:

We have provided an access code (1967) for you to place personal calls.

Dial the four-digit access code (1967) before dialing 9 and the call will be marked as personal. You will be billed 5 cents a minute. (A bill will not be generated until your balance is substantial.)