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# MedCenter Extra

BOSTON MEDICAL CENTER, BOSTON UNIVERSITY SCHOOLS OF MEDICINE, PUBLIC HEALTH AND DENTAL MEDICINE

Sept. 1, 1998

## Important information concerning HAC telephones

### *414 exchange to replace 534*

The telephone system conversion on the Harrison Avenue Campus (HAC) at BMC will begin Friday, Sept. 4, at approximately 6 p.m., and is expected to be completed on Monday, Sept. 7, at approximately 9 p.m.

During this period, the first three digits of all BMC phones on the HAC will change from 534 to 414. The last four digits of all telephone numbers will remain the same. Some telephones on the HAC may be out of service for the entire weekend while the work is completed.

The Public Health Commission phone numbers, however, will not be changing.

The Telecommunications Department has set up a Help Desk at 4-1111 or 414-1111 (86-4-1111 for the Public Health Commission). The Help Desk will be available 8:30 a.m. to 5 p.m., Saturday, Sept. 5, through Friday, Sept. 11.

To ensure a smooth transition, anyone calling a 534 telephone number on the HAC after Sept. 4 will hear a message explaining the shift to the 414 exchange. User manuals will be distributed with each telephone on the HAC during the Labor Day weekend. Employees who do not receive a user manual can pick one up at the Telecommunications Department on the fifth floor of the Preston Building, East Newton Street Campus (ENC), after Tuesday, Sept. 8.

### *New dialing instructions*

As of Sept. 8, a single telephone system will service all of BU Medical Center (BUMC), including ENC, HAC, BUSM,

SPH and SDM. The entire BUMC community will now be able to communicate via the telephone by dialing a five-digit extension number (i.e. 4 - XXXX or 8 - XXXX). To avoid confusion, employees are encouraged to give colleagues their five-digit extension numbers.

Those calling the Public Health Commission, however, will still have to dial 122 plus the 4-digit extension number. The Public Health Commission staff will have to dial 86 plus the 5-digit extension number when calling any BUMC institution.

As an additional feature, by Monday, Sept. 7, all display telephones at BUMC will show the telephone numbers of all incoming calls. This improvement will be available on ENC phones as early as Wednesday, Sept. 2.

### *Helpful reminders for employees*

- Remember to notify all potential callers about the change from 534 to 414.
- HAC departments should indicate on fax cover sheets that their fax telephone numbers are changing after Sept. 4.
- Be sure to check fax machines and modems for a dial tone to make sure they are working correctly on Sept. 8.
- Departments using an answering service during off hours or on weekends should inform Telecommunications as soon as possible at 638-6892.
- Departments need to reprogram speed-dial lists in telephones, fax machines, modems and computers. ♦