

Telephone Handout

Digital Premium - 4020

Tips and Tricks



As you are already aware, the Office of Information Technology and Resources is diligently working on upgrading and expanding Adelphi University's Telephone and Voice Mail Systems. To assist you with your adjustment to this change, we have generated a list of commonly known issues and resolutions:

FAQ's – Frequently asked Questions regarding our New Telephone System

SET SUPERVISION

If you have **one** appearance of another telephone line on your telephone set,
To answer the call:

- a) Press the key that is ringing
- b) The call will automatically go to Line 1 or Line 2 on your set
- c) If you need to transfer to the party you are answering for, you must use the Transfer feature

TRANSFER

To transfer a call to another extension:

- a) Dial **4**-digit extension (first caller is automatically placed on hold)
- b) Announce call
- c) Press **TRANSFER**

If you are on a call and your second appearance rings

To transfer a call to another extension:

- a) Dial **4**-digit extension (first caller automatically placed on hold)
- b) Announce call
- c) Press **TRANSFER**
- d) To **cancel** transfer, Press **2**

To transfer a call directly to voice mail

Dial *79 then the extension

TRANSFER A CALL YOU INITATED OFF CAMPUS

- a) Dial 9 + number
- b) Choose the second call appearance
- c) Dial 4-digit extension
- d) Announce call
- e) Press **TRANSFER**