

# Telephone Handout

## Digital Advanced- 4035

### 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:

- Press the key that is ringing
- The call will automatically go to Line 1 or Line 2 on your set
- 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:*

- Dial **4**-digit extension (original caller is automatically placed on hold)
- Announce call
- Press **TRANSFER** (transfer will appear on the screen, press the button above it)

*If you are on a call and your second appearance rings*

To transfer a call to another extension:

- Dial **4**-digit extension (first caller automatically placed on hold)
- Announce call
- Press **TRANSFER**
- Press **ENDCLL** (soft key) and you're back with your first call

*To transfer a call directly to voice mail*

Dial \*79 then the extension

*To cancel transfer*

Press **ENDCLL** (soft key) or Press 2 and you will be reconnected with your second caller and the first caller is still on hold

### **TRANSFER A CALL YOU INITATED OFF CAMPUS**

- Dial 9 + number
- Press **LINE** (soft key)
- Dial 4-digit extension
- Announce call
- Press **TRANSFER**