

SET FEATURES

WHO AM I

Press **MENU**
(you are now in Guide Mode)
Press **+** (arrow key next to speaker)
Press **3**
Press **+** to get extension number

ADJUST VOLUME

Press **+** or **-** (arrow keys next to speaker)
Press **END**

ADJUST MELODY (16 options)

Press **LISTEN OK** (until you hear a ring you like)
Press **END** (to kept that ring)

ADJUST DISPLAY CONTRAST

Press ***** key, then dial **67**
Press **+** or **-** (arrow keys next to speaker)
Press **END**

SET SUPERVISION

If you have **one** appearance of another telephone line on your 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

MULTI LINE ACCESS (MLA)

If you have **two** appearances of another extension on your set
To answer the call
Press the ringing line
Press the **Hold** key to put on hold

VOICE MAIL ACCESS

Press Envelope Key
Press Listen/OK Key twice
(This will access your voice box)
Enter password and proceed

FOR YOUR NOTES:

FEATURES TO DISCUSS:

VOICE MAIL:



Display will let you know if you have new messages

Press *##** to hear messages**



Adelphi University

Garden City, NY

Alcatel **4020** Telephone
User Guide

PLACING CALLS

Within the **old & new** system:

Dial **4** digit extension number

Between the **old & new** system:

Dial **9** + 877 + extension number

Outside the System:

Dial **9** + number

HOLD

To place a caller on hold:

Press **HOLD**

To retrieve the call:

Press flashing line key

TRANSFER

To transfer a call to another extension:

Dial **4-digit extension**

(first caller automatically placed on hold)

Announce call

Press **TRANSFER**

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**

To cancel transfer Press **2**

To transfer a call directly to voice mail

Dial ***79 + 4 digit extension**

TRANSFER A CALL YOU INITATED OFF CAMPUS

Dial 9 + number

Choose the second call appearance

Dial 4-digit extension

Announce call

Press **TRANSFER**

CALL PICK UP

Lift handset

Press **Call Pickup** key

If no **Call Pickup** key

Press * then dial **73**

CONFERENCE - 6 Party

To establish a conference call:

Answer or place a call

Dial another party

(first caller automatically placed on hold)

Press **CONFERENCE**

Press **CONFERENCE**

Dial another party

Press **CONFERENCE**

All parties are connected

(Repeat until all calls conference)

If a party doesn't want to be on the conference press

2

And your back on the conference call

(No 6 party conference on MLA lines)

CALL FORWARD (All Calls)

To temporarily redirect your incoming calls to another extension:

Press Call Forward Key and Press End
(calls are automatically forwarded to voice mail)
If you wish to forward to another number

Press Call Forward Key
Dial number you wish to call forward to.

To deactivate:

Press Call Forward Key

If you do not have a Call Forward key

To program destination and activate feature:

Press * key, then dial **60**

Dial number to receive calls

Press **END**

Calls are forwarded

To deactivate:

Press * key, then dial **64**

Press **END**

CALL ANNOUNCE

Allows you to call another party through their station's speaker:

Dial **4**-digit extension

Dial **8** (call announce feature code, while ringing)

(you're connected to their station's speaker)

Announce yourself

To speak with you, your party must lift

the handset or use "hands free"

MEMORY DIAL

Allows you to program **1** number per spare key:

Press **MENU**

(you are now in Guide Mode)

Press **+** (arrow key next to speaker)

Press **2** (Program)

(you are now in Program Mode)

Press **+** (arrow key next to speaker)

Press **1** (Keys)

Enter telephone number to be dialed when

key is pressed, including a '9' if it is an outside call

Select the key to be programmed

Press **END**

PERSONAL DIRECTORY

Allows you to program up to **12** personal directory numbers:

Press **MENU**

(you are now in Guide Mode)

Press **+** (arrow key next to speaker)

Press **2** (Program)

(you are now in Program Mode)

Press **+** (arrow key next to speaker)

Press **2** (PRS Directory)

Enter telephone number to be dialed when

key is pressed, including a '9' if it is an outside call

Press **DIRECTORY** key

Select the number you want to program

(0 thru 9, *, #)

Press **MENU**

DIAL BY NAME

Using the keypad at the lower right hand corner of the telephone, enter the first few letters of the last name.

After entering the first few letters (or full spelling) of the person's last name, press the **_** key

Press **space** to view number information

If more than one selection press down arrow.

Once the desired party number is displayed, press **_** to initiate the call