CAPNET
DIGITAL USER GUIDE
2402

FIXED FEATURE KEYS

SPEAKER- One way speaker-Listen only

MESSAGES -For retrieving messages-dials voice mail

DROP-Disconnects current call –used when conferencing

REDIAL-Redials last number dialed

FEATURE-For use to access features in guide

MUTE- For turning off handset microphone

VOLUME CONTROL BUTTONS-For adjusting speaker handset or ringer

MESSAGE LAMP-Lamp lights when voice mail message received and flashes to alert you to incoming calls

PLACING A CALL

Internal - Hear dial tone
  Dial 5 digit extension number

External – Hear dial tone
  Dial *99 and number within your own area code
  Long Distance – 9 and 1, area code and number for all calls outside your area code.

HOLD

Press **HOLD** button
_____
Retrieve Call:
Press the call appearance button of the held call

TRANSFER

Press **Transfer**
Hear dial tone
Dial extension or *99 - plus number
Announce call or wait for first ring
Press **Transfer** button
"Transfer Completed
_____
To Cancel and return to held call
Press Call appearance button
Reconnected to held call

CONFERENCE

Join up to 6 Parties including yourself.
Dial first party, announce conference
Press **Conference**
Hear dial tone
Dial next party, when party answers
Press **Conference**
Repeat steps to add parties
_____
To drop a 3rd party, busy or a no answer
Press **Drop**
You return to original party

AUTOMATIC CALL BACK

Calls you back when line is busy or no answer.
While listening to busy signal or a no answer
Press **Feature**
Press **Auto Call Back entry number (1-9 and 0 or *or #)**
Hear confirmation tone
Hang up
_____
When both parties are idle or free, you will be called
Lift handset
Call is placed
_____
To Cancel:
Press **Feature**
Press **Auto Call Back entry number (1-9 and 0 or *or #)**
Hear confirmation tone-Hang up

ABBREVIATED DIAL

Store numbers for one touch dialing
Press **Feature**
Press **Program Entry Number (1-9 and 0 or *or #)**
Or dial ***83**
Press **Feature**
Press **Autodial Entry Number (1-9 and 0 or *or #)**
Dial number to be stored
Press **#**, Hang up
_____
To Make a Call After Programming:
Hear dial tone
Press **Feature**
Press **Autodial Entry Number (1-9 and 0 or *or #)**

CALL PICKUP

To pick up another call
Hear dial tone
Press **Feature**
Press **Call Pickup entry number (1-9 and 0 or *or #)**
Or dial ***19**
You are connected to caller
_____
To Pick up a call while on a current call:
Press **Switchhook**
Press **Feature**
Press **Call Pickup entry number (1-9 and 0 or *or #)**
Or dial ***19**
_____
To alternate between calls:
Press **Switchhook once** connected to original caller

CALL FORWARD BUSY DON'T ANSWER

Redirects calls to another extension on a busy or a no answer.
Hear dial tone
Press **Feature**
Press **Call Forward Busy/Don't Ans Entry Number (1-9 and 0 or * or #)**   (**or *05**)
Hear second dial tone
Dial extension number
Hear confirmation tone, hang up
_____
To Cancel:
Hear dial tone
Press **Feature**
Press **Call Forward Busy/Don't Ans Entry Number (1-9 and 0 or * or #)**   (**or *20**)

CALL FORWARD FOLLOW ME

Redirects calls to another extension
Hear dial tone
Press **Feature**
Press **Call Forward Entry Number (1-9 and 0 or * or #)** (**or *06**)
Hear second dial tone
Dial extension number
Hear confirmation tone, hang up
_____
To Cancel:
Hear dial tone
Press **Feature**
Press **Call Forward Entry Number (1-9 and 0 or * or #)** (**or *20**)
Hear confirmation tone, hang up

SPEED CALLING PERSONAL LIST

Allows faster dialing of extension or outside numbers
To Program Personal List:
Hear dial tone, Press **Program** (**or *83**)
Hear dial tone, Press **1**, (for list number 1)
Press Speed Code
Lists of 10 use 1 thru 9 and 0 (0=10)
Lists of 10 or more require 2 digits (1 thru 9 = 01 thru 09)
Dial number to be stored (up to 24 digits)
Press #, Hear confirmation tone
To Make a Call:
Hear dial tone, Press ***81 and Speed Code**

SPEED CALLING GROUP LIST

To Program a Group List:
(A control station programs for a group of users including themselves. Obtain group list number from your agency representative.)
Hear dial tone, Press ***84**
Hear dial tone, Enter a **4 digit group list number**
(ex. 20 becomes 0020.)
Press **2 digit Speed Code** (ex. 01, 02 etc.)
Dial number to be stored (up to 24 digits)
Press #, Hear confirmation tone.
To Make a Call:
Hear dial tone, Press ***82 and Speed Code #**

SEND ALL CALLS

Sends calls to a predesignated number
Hear dial tone, Press **Feature**
Press **Send All Calls (1-9 and 0 or *or #)** (or *03)
To Cancel:
Hear dial tone, Press **Feature**
Press **Send All Calls (1-9 and 0 or *or #)** (or *86)

QUESTIONS?

Call Upstate Technical Assistance Center at extension 6-4000 Option 3 for additional user information. For repair call 6-4000 Option 1.

PERSONALIZED SETTINGS

Ring Pattern.
While on-hook, press Conference button
You will hear current ring
Press Conference button to cycle through eight patterns.
To save a ring pattern, *do not press conference again*.
This ring will be saved

Visual Ring:
Press the Feature button
The feature lamp turns on
Press Message button
The Feature lamp turns off
Do one of the following:
To enable visual ring option,
*Press**
To disable visual ring
 Press #
Hear confirmation tone