CAPNET/ 2500C
SINGLE LINE TELEPHONE
QUICK REFERENCE GUIDE

PLACING A CALL

Internal – Hear Dial tone
Dial 5 digit extension number

External – Hear Dial tone
Local - Dial *99 and number
Long distance - *99 and 1, area code and
Number for all calls outside your area
Code

FIXED FEATURES

MUTE **Pressing and holding** the button down blocks your conversation from being heard by the other party.

FLASH The flash feature simplifies access to system features that requires a momentary press of the swithchook. A press of the button provides a precisely timed swithchook "flash" regardless of how long the button is pressed.

REDIAL The telephone retains in memory the last number dialed (up to 28 digits) for a period of 24 hours, provided line power is maintained to the telephone.

MESSAGE WAITING LIGHT light goes on when a message is waiting at a central locations (voice mail).

HOLD

Press R, Recall or Flash **button**
Or Press ***18**

_____
Retrieve call:
Hit switchhook, phone rings, release switchhook
Reconnected with caller

CALL PICKUP

Get dial tone, press ***19** or
To pick up another call
Press **R, Recall or Flash**, Hear dial tone
Press ***19** _____
To Disconnect and return to 1st caller
Hit switchhook, phone rings, release switchhook
Reconnected with 1st caller

TRANSFER

Press **R, Recall or Flash** button
Hear recall dial tone
Dial Extension number, announce call or
Wait for first ring
Hang up

_____
If no answer
Press **R, Recall or Flash** button **twice**
Reconnected to held call

CONFERENCE CALL

Joins you and two (2) other parties
Dial first party, announces Conference
Press **R, Recall or Flash** button
Hear recall dial tone
Dial second party, when party answers
Press **R, Recall or Flash** button
All are joined.

_____
If number is busy or does not answer:
Press **R, Recall or Flash** button **twice**
Rejoins to original party

CALL FORWARD FOLLOW ME

Redirects calls to another extension

Hear dial tone, Dial ***06**
Hear dial tone, Dial extension number
Hear confirmation tone, hang up

_____
To Cancel:
Hear dial tone, Dial ***20**
Hear confirmation tone, hang up

CALL FORWARD BUSY DON'T ANSWER

Redirects calls to another extension on a busy or a no answer.

Hear dial tone, Dial ***05**
Hear dial tone, Dial extension number
Hear confirmation tone, hang up

_____
To Cancel:
Hear dial tone, Dial ***20**
Hear confirmation tone, hang up

AUTOMATIC CALLBACK

Calls you back when line is busy or no answer

Press **R, Recall or Flash,** Hear recall dial tone
Press ***07**, Hear confirmation tone
Hang up

When both parties are on hook, you will be called
_____
To Cancel:
Hear dial tone, Dial ***17**
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 ***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 #**

QUESTIONS?

Call Education and Training at extension 6-1445

OR

OGS Telecommunications Help Desk at 486-4000