

**CAPNET
SINGLE LINE TELEPHONE
QUICK REFERENCE GUIDE
8110**

**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**

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

CALL PICKUP

Hear dial tone,
Press ***19**
To pick up a call while on another conversation
Press **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 **Flash** button
Hear recall dial tone
Dial Extension number
announce call or wait for first ring
Hang up

If no answer or busy,
Press Flash button twice
Reconnected to held call

**CONFERENCE
CALL**

Joins you and two (2) other parties
Dial first party, announces Conference
Press **Flash** button
Hear recall dial tone
Dial second party, when party answers
Press **Flash** button
All are joined.
If number is busy or does not answer:
Press **Flash** button **twice**
Rejoins to original party

**LAST NUMBER
DIALED**

Allows user to automatically redial last number dialed.
Hear dial tone
Dial ***12**
Previous Number is dialed.

**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**

**CALL FORWARD BUSY
DON'T ANSWER**

Hear confirmation tone, hang up

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

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

One touch dialing for frequently called numbers.

With handset in place,
Press **PROGRAM** button (you will hear a continuous tone.)
Press button on which you want to store number
Tone interrupted twice
Dial number you want to program (up to 20 elements)
Press **PROGRAM** button when finished

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 #**

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 #**

**AUTOMATIC
CALLBACK**

**PROGRAMMABLE
DIALING BUTTONS**

**SPEED CALLING
PERSONAL LIST**

**SPEED CALLING
GROUP LIST**

QUESTIONS?

Please call OFT Education and Training for more
Information at 6-1445
Or
OFT Telecommunications Help Desk at
518-486-4000 or 1-888-784-4647