

NYC/CAPNET DIGITAL TELEPHONE QUICK REFERENCE GUIDE

FIXED FEATURES

SPEAKER— a depression of “**SPEAKER**” button to activate and a second depression of “**SPEAKER**” button to exit speaker mode.

MUTE— allows the user to mute their voice from being heard by another party by depressing the “**MUTE**” button and a second depression of the “**MUTE**” button enable the other party to hear you.

RING SELECTION - (eight selections) While on hook, press “**CONF**”, continue to press “**CONF**” until your selection is heard. To save ring, **do not** press “**CONF**”, you will hear 2 more rings, followed by two rising tones.

PLACING A CALL

Internal - Hear dial tone
Dial the 4 digit extension number

External – For all call outside the system, Hear dial tone
Dial 9-1-Area Code and number

HOLD

Press **HOLD** button

Retrieve Call:
Press Call Appearance button

TRANSFER

Press **Transfer** button
Hear dial tone
Dial extension or 9, 1, Area Code- plus number
Announce call or wait for first ring
Press **Transfer** button

To Cancel:
Press call appearance button next to flashing lamp
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 button

AUTOMATIC CALL BACK

Calls you back when line is busy or no answer.
While listening to busy signal or a no answer
(BUTTON ALWAYS REQUIRED)
Press **Auto CallBack or ACB** button
Hear confirmation tone
Hang up

When both parties are idle or free, you will be called
Lift handset
Press **Auto CallBack or ACB** button

Call is placed

To Cancel:
Hear dial tone, press **Auto CallBack or ACB** button
Hang up

CALL PICKUP

To pick up another call
Hear dial tone
Press **Call Pickup, CPU, Pickup, PU** button (or*19)
You are connected to caller

CALL FORWARD FOLLOW ME

Redirects calls to another extension

Hear dial tone
Press **Call Forward Follow Me** button (or *06)
Hear second dial tone
Dial extension number
Hear confirmation tone, hang up

To Cancel:
Hear dial tone

Press **Call Forward Follow Me** button (or *20)
Hear confirmation tone, hang up

CALL FORWARD BUSY DON'T ANSWER

Redirects calls to another extension on a busy or a no answer.
Press **Call Forward Busy/Don't Ans** button (or *05)
Hear second dial tone
Dial extension number
Hear confirmation tone, hang up

To Cancel:
Hear dial tone
Press **Call Forward Busy/Don't Ans** button (or *20)
Hear confirmation tone, hang up

SEND ALL CALLS

Sends calls to a predesignated number

Press **Send All Calls or SAC** button (or* 03)

To Cancel:
Press **Send All Calls or SAC** button (or*86)

ABBREVIATED DIAL

Store numbers for one touch dialing
Hear dial tone
Press **Program** button (or *83)
Press AD button to be programmed
Dial number to be stored
Press same AD button **OR** Press #, hear confirmation tone
Number is stored, hang up

To Make a Call After Programming:
Hear dial tone
Press AD button where number is stored

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 #

QUESTIONS?

CIO/OFT-Telecommunications Upstate Technical Assistance Center at 1-888-784-4647 –Options 3 or to report a repair 1-888-784-4647 Option 1