# NYC/CAPNET
## SINGLE LINE TELEPHONE
## QUICK REFERENCE GUIDE

**PLACING A CALL**

**Internal** – Hear Dial tone
Dial 4 digit extension number

**External –** For all call outside the system
Hear Dial tone, Dial 9-1-Area Code and Number.

**HOLD**

Press **R, Recall or Flash** button
Or Press **\*18**
_____
Retrieve call:
Hit switchhook, phone rings, release switchhook
Reconnected with caller

**CALL PICKUP**

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

**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**
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?**